

NISB

HEALTH CARE FINANCING ADMINISTRATION

**CARRIER WORKLOAD
AND PROCESSING TIME
REPORT
JANUARY 1987**

REPORTS

RA
412

.3

C367

1987:Jan.

**U.S. Department of
Health and Human Services
Health Care Financing Administration**

RA
412.3
.C367
1987: Jan.

FOREWORD

This report summarizes the status of carrier workloads for January 1987. The report contains tables showing workload data and selected workload performance indicators in summary form and for individual carriers.

Also included in this report are tables showing processing time data (processing and payment cycle--PPC) data by type of bill. Definitions of the terms used in the report are given in the Appendix.

Comments, suggestions, and/or questions relative to this report should be directed to:

Health Care Financing Administration
Bureau of Program Operations
Office of Financial Operations
Division of Reports and Analysis
239 East High Rise
6325 Security Boulevard
Baltimore, MD 21207
(301) 597-1880

CARRIER CLAIM AND INQUIRY WORKLOADS

January 1987

HIGHLIGHTS

				January 1987	
	Jan 1987	Dec 1986	Jan 1986	Percent Chg from Dec 1986	Percent Chg from Jan 1986
Number of					
Claims Received	26.95	27.46	25.84	-1.9	4.3
Claims Processed	26.20	26.24	24.51	-0.2	6.9
Claims Pending	13.74	12.95	13.70	6.1	0.3
Assignment Rate	68.8	68.0	67.6	1.2	1.8
Electronic Media Claims					
Number	7.86	8.14	6.03	-3.4	30.3
Percent Received	29.2	29.6	23.3	-1.5	25.3
Inquiries Processed					
Total	1.88	1.66	1.79	13.3	5.0
Per 1,000 Claims Received	70	60	69	16.7	1.4
Beneficiary	1.34	1.19	1.33	12.6	0.8
Per 1,000 Claims Received	50	43	51	16.3	-2.0
Provider	0.54	0.47	0.46	14.9	17.4
Per 1,000 Claims Received	20	17	18	17.6	11.1
Medicaid Crossover Claims					
Number Transferred to States	2.45	2.64	2.43	-7.2	0.8
Transferred via EMC	1.96	2.06	1.70	-4.9	15.3
Percent Transferred via EMC	80.0	78.1	70.0	2.4	14.3

NOTE: Numbers in millions

CARRIER CLAIM PROCESSING TIMES

JANUARY 1987

HIGHLIGHTS

			January 1987		
			Percent	Percent	
			Chg from	Chg from	
			Dec 1986	Jan 1985	
			-----	-----	
	Jan 1/ 1987	Dec 1/ 1986	Jan 1986		
Processing Time (PPC) Data					
Percent Clean Processed					
In 27 Days					
Total	79.2	85.0	-	-6.8	-
Assigned	80.6	86.3	-	-6.6	-
Physician	79.8	86.0	-	-7.2	-
Non-Physician	83.2	87.2	-	-4.6	-
DME	75.8	78.0	-	-2.8	-
Lab	86.8	91.3	-	-4.9	-
Ambulance	83.7	89.6	-	-6.6	-
Other Non-Physician	77.5	79.0	-	-1.9	-
Unassigned	76.2	82.0	-	-7.1	-
Percent Total Processed					
In 60 Days					
Total	96.7	97.3	-	-0.6	-
Assigned	97.6	97.6	-	0.0	-
Physician	97.2	97.7	-	-0.5	-
Non-Physician	96.2	97.2	-	-1.0	-
DME	93.1	94.9	-	-1.9	-
Lab	97.6	98.3	-	-0.7	-
Ambulance	97.5	97.3	-	0.2	-
Other Non-Physician	95.7	95.8	-	-0.1	-
Unassigned	96.1	96.8	-	-0.7	-
Percent Total Processed					
In 90 Days					
Total	99.1	99.2	-	-0.1	-
Assigned	99.2	99.3	-	-0.1	-
Physician	99.3	99.3	-	0.0	-
Non-Physician	99.1	99.2	-	-0.1	-
DME	98.4	98.5	-	-0.1	-
Lab	99.4	99.5	-	-0.1	-
Ambulance	99.3	99.2	-	-0.1	-
Other Non-Physician	98.7	98.7	-	0.0	-
Unassigned	98.9	99.0	-	-0.1	-

1/ Data for Washington Physicians Service are not available.

Executive Summary

- o The total number of claims received by carriers was 27.0 million in January 1987, a decrease of 1.9 percent from the 27.5 million received in December 1986, and an increase of 4.3 percent from the 25.8 million received in January 1986.
 - + The assignment rate in January 1987 was 68.8 percent, an increase of 1.8 percent from the assignment rate of 67.6 percent in January 1986.
 - + The percent of claims received via electronic media (EMC) increased 25.3 percent, rising from 23.3 percent in January 1986 to 29.2 percent in January 1987.
- o The number of claims processed increased by 6.9 percent, from 24.5 million claims in January 1986 to 26.2 million claims in January 1987.
- o The number of claims pending at the end of January 1987 was 13.74 million, an increase of 6.1 percent over the number of claims pending at the end of December 1986 (12.95 million claims), and an increase of 0.3 percent over the claims pending at the end of December 1985 (13.70 million claims).
- o The number of Medicaid crossover claims transferred to States increased by 0.8 percent from January 1986 (2.43 million claims) to January 1987 (2.45 million claims).
 - + Over this same period, the percent of such claims transferred via electronic media increased by 14.3 percent, from 70.0 percent to 80.0 percent.
- o The percent of clean claims processed in 27 days or less during January 1987 was 79.2, a decrease of 6.8 percent from the 85.0 percent processed in December 1986.
 - + The percent of all claims processed in 60 or less days for January 1987 was 96.7, a decrease of 0.6 percent from the 97.3 percent processed in December 1986.
 - + The percent of all claims processed in 90 or less days for January 1987 was 99.1, a decrease of 0.1 percent from the 99.2 percent processed in December 1986.

Division of Reports and Analysis

TABLE A: SELECTED DATA ON CARRIER WORKLOADS, JANUARY 1986 - JANUARY 1987

-----Claims Processed During Month (000s)-----										-----Claims Pending End of Month (000s)-----											
-----Including Replicates-----										-----Total-----											
-----Claims Paid-----																					
Month	Claims Received During Month (000s)	Total Number	Number	Percent of Total Processed	Applied Toward Deductible	Claims Denied	Number Excluding Replicates	Days Work On Hand	Over 30 Days Days Work On Hand	Over 60 Days Days Work On Hand	Month	Claims Received During Month (000s)	Total Number	Number	Percent of Total Processed	Applied Toward Deductible	Claims Denied	Number Excluding Replicates	Days Work On Hand	Over 30 Days Days Work On Hand	Over 60 Days Days Work On Hand
1986																					
January	25,840.4	24,512.4	20,092.0	82.0	2,314.1	2,106.3	24,372.1	13,703.0	12.2	1,787.0	1.6	661.2	0.6								
February	22,828.4	21,403.5	14,547.9	68.0	4,910.4	1,945.2	21,290.8	15,099.5	13.4	2,151.5	1.9	659.7	0.6								
March	24,942.3	23,708.5	16,763.0	70.7	4,861.0	2,084.6	23,567.6	16,256.5	14.4	2,352.7	2.1	796.4	0.7								
April	26,868.4	26,269.9	19,914.1	75.8	4,088.2	2,267.5	25,958.6	16,796.0	14.8	2,294.4	2.0	817.7	0.7								
May	25,604.8	24,674.2	19,586.5	79.4	2,953.7	2,134.0	24,355.2	17,629.4	15.5	3,069.5	2.7	840.8	0.7								
June	25,870.5	25,393.4	20,933.8	82.4	2,303.7	2,156.0	25,136.0	17,951.9	15.6	3,354.0	2.9	1,031.2	0.9								
July	26,198.8	27,363.3	23,041.0	84.2	1,991.8	2,330.5	27,113.7	16,673.2	14.3	3,148.3	2.7	952.6	0.8								
August	24,306.8	26,576.5	22,675.6	85.3	1,548.8	2,352.1	26,347.1	14,258.0	12.1	2,560.4	2.2	857.9	0.7								
September	26,148.4	28,181.1	24,283.2	86.2	1,281.4	2,616.5	27,972.0	11,873.0	10.0	1,993.6	1.7	681.6	0.6								
FY 1986	300,930.0	298,849.2	244,047.2	81.7	28,921.7	25,880.3	296,549.4	---	---	---	---	---	---								
October	27,951.7	28,216.5	24,537.2	87.0	1,125.2	2,554.1	27,961.5	11,496.9	9.6	1,890.7	1.6	549.3	0.5								
November	22,693.3	22,812.7	19,901.7	87.2	780.8	2,129.9	22,535.9	11,311.4	9.3	1,876.2	1.6	600.3	0.5								
December	27,460.3	26,244.7	23,060.6	87.9	795.1	2,389.0	25,941.5	12,950.9	10.6	2,191.5	1.8	626.9	0.5								
CY 1986	306,714.2	305,356.8	249,336.9	81.7	28,954.3	27,065.6	302,558.1	---	---	---	---	---	---								
1987																					
January	26,951.2	26,204.1	21,427.0	81.8	2,175.4	2,601.7	25,853.5	13,740.6	11.1	2,400.9	2.0	648.8	0.5								

NOTE: Some data for January 1986 - April 1986 have been changed due to revised reports submitted by Maryland B/S.

TABLE B: SELECTED CARRIER WORKLOAD INDICATORS, JANUARY 1986 - JANUARY 1987

Month	Assignment Rate	Ratio of Processed to Received	Number	Claims Received Via Electronic Media	Percent of Total Claims Received	Assigned-- Percent of Ass'd 1500s Received	Unassigned-- Percent of Unass'd 1500s Received	Replicate Claims as Percent of Total Claims Processed	Claims Investi- gation Rate
				-----Total-----					
1986									
January	67.6	94.9	6,030,178		23.3	29.3	11.0	0.6	3.5
February	66.8	93.8	5,832,920		25.6	31.4	13.8	0.5	3.7
March	68.1	95.1	5,954,970		23.9	29.3	12.3	0.6	3.5
April	67.8	97.8	6,821,666		25.4	31.5	12.5	1.2	3.3
May	67.9	96.4	6,640,016		25.9	32.3	12.6	1.3	3.5
June	67.9	98.2	6,501,097		25.1	31.6	11.5	1.0	3.4
July	68.4	104.4	7,162,476		27.3	34.1	12.7	0.9	3.3
August	67.8	109.3	6,531,669		26.9	33.5	12.9	0.9	3.4
September	69.0	107.8	7,414,677		28.4	35.0	13.7	0.7	3.5
FY 1986	68.0	99.3	75,142,583		25.0	31.1	12.0	0.8	3.4
October	68.1	100.9	7,951,303		28.4	35.3	13.8	0.9	3.7
November	68.2	100.5	6,500,655		28.6	34.9	15.3	1.2	3.6
December	68.0	95.6	8,140,853		29.6	36.6	14.9	1.2	3.5
CY 1986	68.0	99.6	81,482,480		26.6	32.9	13.1	0.9	3.5
1987									
January	68.8	97.2	7,856,889		29.2	35.8	14.5	1.3	3.6

TABLE C: NUMBER OF INQUIRIES PROCESSED, BY TYPE, JANUARY 1986 - JANUARY 1987

Month	Total Inquiries Processed			Beneficiary Inquiries Processed			Provider Inquiries Processed		
	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written	Total
1986									
Jan	1,793,216	1,343,340	40,032	409,844	1,327,233	1,076,469	39,210	211,554	465,983
Feb	1,613,100	1,206,595	34,245	372,260	1,184,449	964,831	33,066	186,552	428,651
Mar	1,661,111	1,238,414	39,046	383,651	1,213,913	987,965	38,019	187,929	447,198
Apr	1,803,806	1,348,995	43,859	410,952	1,286,715	1,051,218	41,551	193,946	517,091
May	1,685,756	1,255,594	40,690	389,472	1,208,871	985,417	39,581	183,873	476,885
Jun	1,750,066	1,293,433	40,751	415,882	1,254,634	1,027,361	39,775	187,498	495,432
Jul	1,790,766	1,311,389	40,501	438,876	1,279,909	1,036,214	39,317	204,378	510,857
Aug	1,712,327	1,255,258	39,361	417,708	1,217,358	988,853	38,281	190,224	494,969
Sep	1,833,595	1,352,557	40,459	440,080	1,324,646	1,076,456	39,800	208,390	508,949
FY 1986	20,440,739	15,047,564	467,459	4,925,716	14,766,424	11,921,907	454,421	2,390,096	5,674,315
Oct	1,907,156	1,436,632	49,991	420,533	1,389,318	1,138,236	46,586	204,496	517,838
Nov	1,516,556	1,112,033	36,613	367,190	1,087,862	877,739	35,378	174,745	428,694
Dec	1,658,057	1,244,307	38,832	374,918	1,190,487	974,575	37,761	178,151	467,570
CY 1986	20,731,087	15,398,547	484,879	4,847,661	14,967,342	12,185,334	468,325	2,313,683	5,763,745
1987									
January	1,875,113	1,411,942	36,572	426,599	1,335,637	1,098,485	35,432	201,720	539,476

TABLE D: RATIO OF INQUIRIES PROCESSED TO 1,000 CLAIMS RECEIVED
JANUARY 1986 - JANUARY 1987

Month	Ratio of Total Inquiries Processed To 1,000 Claims Received			Ratio of Beneficiary Inquiries Processed To 1,000 Claims Received			Ratio of Provider Inquiries Processed To 1,000 Claims Received					
	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written
1986												
Jan	69	52	2	16	51	42	2	8	18	10	0	8
Feb	71	53	2	16	52	42	1	8	19	11	0	8
Mar	67	50	2	15	49	40	2	8	18	10	0	8
Apr	67	50	2	15	48	39	2	7	19	11	0	8
May	68	49	2	15	47	38	2	7	18	11	0	8
Jun	68	50	2	16	48	40	2	7	19	10	0	9
Jul	68	50	2	17	49	40	2	8	19	11	0	9
Aug	70	52	2	17	50	41	2	8	20	11	0	9
Sep	70	52	2	17	51	41	2	8	19	11	0	9
FY 1986	68	50	2	16	49	40	2	8	19	10	0	8
Oct	68	51	2	15	50	41	2	7	19	11	0	8
Nov	67	49	2	16	48	39	2	8	19	10	0	9
Dec	60	45	1	14	43	35	1	6	17	10	0	7
CY 1986	68	50	2	16	49	40	2	8	19	10	0	8
1987												
Jan	70	52	1	16	50	41	1	7	20	12	0	8

Note: Rows may not add due to rounding

TABLE E: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS

JANUARY 1986 - JANUARY 1987

Month	Number Transferred	Transferred Via Electronic Media	
		Number	Percent of Total Transferred
1986			
January	2,425,398	1,698,488	70.0
February	2,060,571	1,501,186	72.9
March	2,353,490	1,670,428	71.0
April	2,825,475	2,070,005	73.3
May	2,666,061	1,949,959	73.1
June	2,681,258	1,976,098	73.7
July	2,832,401	2,099,087	74.1
August	2,637,540	1,987,441	75.4
September	2,811,886	2,157,423	76.7
FY 1986	30,432,112	21,834,381	71.7
October	2,882,868	2,266,678	78.6
November	2,312,430	1,805,039	78.1
December	2,643,211	2,063,954	78.1
CY 1986	31,132,589	23,245,786	74.7
1987			
January	2,449,211	1,958,915	80.0

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: JANUARY, 1987

CARRIER	CLAIMS RECEIVED		CLAIMS PROCESSED INCLUDING REPLICATES				CLAIMS PENDING			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	TOTAL		DAYS WORK OVER 30	DAYS WORK OVER 60
							NUMBER	NUMBER		
TOTAL	26,951,233	26,204,087	21,426,984	2,175,432	2,601,671	25,853,486	13,740,594	11.1	2.0	0.5
BOSTON REGION	1,583,724	1,661,753	1,442,824	90,201	128,728	1,631,116	1,094,473	11.9	2.6	0.8
CONNECTICUT-TRAVELERS MASSACHUSETTS B/S	301,644	416,870	380,378	13,163	23,329	415,942	318,904	18.9	5.4	0.9
MASSACHUSETTS TRI-STATE	775,628	787,442	682,513	38,294	66,635	766,942	467,152	12.0	2.3	0.8
MAINE	331,684	308,757	249,593	29,554	29,610	299,722	185,392	13.2	2.9	1.5
NEW HAMPSHIRE	160,643	143,638	115,411	12,399	15,828	138,683	87,356	14.2	3.0	1.5
VERMONT	106,002	100,067	80,888	10,144	9,035	97,290	66,274	13.4	3.0	1.6
RHODE ISLAND B/S	65,039	65,052	53,294	7,011	4,747	63,749	31,762	10.9	2.4	1.3
	174,768	148,684	130,340	9,190	9,154	148,510	123,025	14.6	2.2	1.2
NEW YORK REGION	3,505,921	3,627,567	3,105,306	111,814	410,447	3,564,959	3,169,414	19.6	6.3	1.5
NEW JERSEY-PRUDENTIAL	899,360	862,184	744,001	19,926	98,257	857,836	624,382	14.4	1.2	0.3
N.Y.-BINGHAMTON B/S	699,675	759,416	663,944	35,865	59,607	724,240	589,003	22.0	7.2	0.9
N.Y.-NEW YORK B/S	1,526,503	1,611,313	1,364,736	42,016	204,561	1,588,657	1,666,593	23.6	9.9	2.3
NEW YORK-GROUP HEALTH	212,020	196,141	157,665	5,218	33,258	196,141	94,011	8.7	0.5	0.1
PUERTO RICO B/S	168,363	198,513	174,960	8,789	14,764	198,085	195,425	20.9	7.2	4.9
PUERTO RICO	168,147	198,144	174,704	8,732	14,708	197,721	195,161	20.9	7.2	4.9
VIRGIN ISLANDS	216	369	256	57	56	364	264	18.2	6.8	3.1
PHILADELPHIA REGION	3,113,305	3,095,443	2,627,854	229,325	238,264	3,084,766	1,637,252	11.9	2.4	0.7
MARYLAND B/S	333,976	341,884	287,413	24,097	30,374	341,834	232,484	15.2	3.1	1.2
PENNSYLVANIA B/S	2,194,576	2,134,922	1,837,578	141,173	156,171	2,126,567	1,080,776	11.3	2.5	0.7
DELAWARE	133,347	115,246	100,554	6,922	7,770	115,096	55,550	14.7	1.8	0.6
DISTRICT OF COLUMBIA	283,140	283,420	231,519	10,448	41,453	282,578	122,731	9.4	2.1	0.5
PENNSYLVANIA	1,778,089	1,736,256	1,505,505	123,803	106,948	1,728,893	902,495	11.5	2.6	0.8
VIRGINIA-TRAVELERS	405,778	454,375	369,155	48,932	36,288	452,894	228,879	12.2	2.1	0.3
WEST VIRGINIA-NATIONWIDE	178,975	164,262	133,708	15,123	15,431	163,471	95,113	11.3	0.6	0.1
ATLANTA REGION	5,036,553	4,875,482	3,804,782	517,678	553,022	4,814,090	1,995,503	7.6	1.0	0.3
ALABAMA B/S	436,985	416,043	303,489	80,200	32,354	397,170	99,497	4.8	0.1	0.0*
FLORIDA B/S	2,139,958	2,118,481	1,575,802	236,653	306,026	2,089,561	666,079	6.4	1.4	0.4
GEORGIA-PRUDENTIAL	469,255	510,089	444,213	20,301	45,575	507,614	181,165	7.7	0.6	0.2
KENTUCKY B/S	360,552	358,714	266,074	45,146	47,494	354,716	115,235	7.0	0.8	0.2
MISSISSIPPI-TRAVELERS	222,133	209,959	162,795	33,140	13,984	209,363	87,140	8.0	0.4	0.1
NORTH CAROLINA-PRUDENTIAL	637,356	575,823	511,526	21,691	42,606	572,684	487,058	16.5	1.7	0.5
SOUTH CAROLINA B/S (NON-P&E)	261,235	236,710	173,841	39,294	23,575	236,705	127,431	11.5	1.5	0.6
SOUTH CAROLINA B/S (P & E)	37,956	32,790	27,234	77	5,479	32,790	17,070	10.9	0.1	0.0*
TENNESSEE-EQUITABLE	471,123	416,873	339,808	41,136	35,929	413,487	214,828	9.4	0.8	0.3

* LESS THAN 0.05

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: JANUARY, 1987

CARRIER	CLAIMS RECEIVED		CLAIMS PROCESSED INCLUDING REPLICATES				CLAIMS PENDING			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	TOTAL		DAYS WORK OVER 30 DAYS	DAYS WORK OVER 60 DAYS
							NUMBER	DAYS WORK ON HAND		
CHICAGO REGION	4,618,584	4,205,603	3,269,390	471,907	464,306	4,152,655	1,749,935	8.2	0.5	0.1
ILLINOIS B/S (HCSC)	1,023,152	952,002	745,418	92,049	114,535	947,198	347,757	7.8	0.2	0.0*
INDIANA B/S	550,595	516,506	378,299	77,336	60,871	475,245	158,692	6.7	0.4	0.0*
MICHIGAN B/S	1,202,751	1,134,087	860,726	157,848	115,513	1,134,087	312,229	5.2	0.8	0.3
MINNESOTA B/S	127,059	114,409	81,927	19,254	13,228	114,042	49,426	8.1	1.0	0.2
MINNESOTA-TRAVELERS	152,159	139,819	113,425	10,710	15,684	139,341	69,530	9.8	0.8	0.1
OHIO-NATIONWIDE	1,154,774	1,054,184	839,748	89,233	125,203	1,048,146	534,122	10.7	0.6	0.1
WISCONSIN B/S	408,094	294,596	249,847	25,477	19,272	294,596	278,179	12.7	0.5	0.1
DALLAS REGION	2,310,172	2,197,335	1,932,987	137,601	126,747	2,176,706	999,364	8.0	0.5	0.1
ARKANSAS B/S	277,730	262,824	215,254	29,196	18,374	262,178	149,913	11.6	0.3	0.1
LA.-ARK. B/S	386,222	351,392	280,412	23,479	47,501	349,602	241,778	14.2	1.3	0.1
NEW MEXICO-AETNA	102,923	108,621	89,436	9,518	9,667	107,480	56,177	11.1	0.8	0.3
OKLAHOMA-AETNA	290,089	271,459	229,455	16,751	25,253	265,315	186,402	15.7	0.9	0.2
TEXAS B/S	1,253,208	1,203,039	1,118,430	58,657	25,952	1,192,131	365,094	6.4	0.3	0.0*
KANSAS CITY REGION	1,318,487	1,250,073	948,447	193,487	108,139	1,231,572	525,771	9.0	0.9	0.3
IOWA B/S	470,878	476,191	358,435	81,446	36,310	464,842	136,134	6.6	0.6	0.2
IOWA	318,270	319,677	237,759	59,416	22,502	313,126	86,750	6.2	0.5	0.1
NEBRASKA	152,608	156,514	120,676	22,030	13,808	151,716	49,384	7.4	0.8	0.3
KANSAS B/S	206,196	206,395	143,604	46,185	16,606	201,597	47,600	4.9	0.3	0.1
MISSOURI B/S	204,477	200,848	147,593	32,980	20,275	199,425	61,695	6.7	1.1	0.5
MISSOURI-GENERAL AMERICAN	436,936	366,639	298,815	32,876	34,948	365,708	280,342	14.9	1.6	0.5
DENVER REGION	592,740	551,883	438,594	53,335	59,954	547,665	245,250	8.9	1.0	0.3
COLORADO B/S	252,084	242,453	190,086	22,631	29,736	241,666	67,530	5.4	0.6	0.1
MONTANA B/S	71,740	55,920	45,332	3,649	6,939	55,027	48,831	15.1	1.5	0.7
NORTH DAKOTA B/S	142,715	137,580	105,145	21,745	10,690	136,636	41,850	6.1	0.2	0.0*
NORTH DAKOTA	72,979	70,759	53,654	11,907	5,198	70,407	20,729	5.7	0.1	0.0*
SOUTH DAKOTA	69,736	66,821	51,491	9,838	5,492	66,229	21,121	6.5	0.2	0.0*
UTAH B/S	100,461	90,414	76,412	3,571	10,431	88,888	71,179	16.5	2.4	0.8
WYOMING-EQUITABLE	25,740	25,516	21,619	1,739	2,158	25,448	15,860	14.6	3.0	0.8
SAN FRANCISCO REGION	3,338,464	3,275,085	2,644,277	264,988	365,820	3,193,137	1,335,906	7.2	0.9	0.4
ARIZONA-NEVADA-AETNA	479,712	430,658	341,296	34,854	54,508	425,368	228,812	11.8	0.8	0.2
ARIZONA	390,638	351,922	278,022	28,232	45,668	347,226	190,645	12.1	0.8	0.2
NEVADA	89,074	78,736	63,274	6,622	8,840	78,142	38,167	10.6	0.9	0.3
CALIFORNIA B/S	1,272,327	1,169,410	971,514	75,098	122,798	1,166,021	717,233	11.7	1.7	0.7
CALIF.-OCCIDENTAL (NON-P&E)	1,490,243	1,589,845	1,258,685	149,962	181,198	1,516,958	332,284	4.6	0.7	0.3
CALIF.-OCCIDENTAL (P & E)	14,608	14,277	12,195	3	2,079	14,082	10,077	14.8	1.9	0.6
HAWAII-AETNA	81,574	70,895	60,587	5,071	5,237	70,708	47,500	11.4	0.9	0.4

* LESS THAN 0.05

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: JANUARY, 1987

CARRIER	CLAIMS RECEIVED		CLAIMS PROCESSED INCLUDING REPLICATES				CLAIMS PENDING			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	TOTAL		DAYS WORK OVER 30 DAYS	
							NUMBER	WORK ON HAND	WORK OVER 30 DAYS	WORK OVER 60 DAYS
SEATTLE REGION	857,202	815,319	691,907	59,036	64,376	811,435	712,595	19.6	3.9	0.7
ALASKA-OREGON-AETNA	272,253	244,320	199,777	24,026	20,517	242,209	121,250	9.7	0.2	0.0*
ALASKA	9,832	9,273	7,215	806	1,252	9,169	2,279	5.4	0.3	0.0*
OREGON	262,421	235,047	192,562	23,220	19,265	233,040	118,971	9.9	0.2	0.0*
IDAHO-EQUITABLE	73,537	65,729	52,410	8,378	4,941	65,536	58,426	17.3	0.3	0.1
WASHINGTON B/S	511,412	505,270	439,720	26,632	38,918	503,690	532,919	26.0	6.7	1.2
CLALLAM	12,527	11,728	9,949	795	984	11,722	3,988	11.4	2.4	0.3
COWLITZ	8,551	8,488	7,885	239	364	8,467	9,906	24.1	4.8	2.1
GRAYS HARBOR	8,687	11,243	8,844	1,799	600	11,183	5,640	14.4	4.2	2.4
KING	227,249	210,682	187,273	7,934	15,475	209,919	279,580	34.0	9.3	1.3
KITSAP	19,675	25,694	20,076	3,431	2,187	25,644	10,342	11.9	6.6	0.4
PIERCE	66,422	75,094	65,980	2,513	6,601	74,839	83,768	29.2	10.2	2.5
SKAGIT	13,620	15,205	11,259	2,298	1,648	15,171	6,405	10.1	2.2	0.6
SNOHOMISH	23,078	23,732	20,328	981	2,423	23,641	25,002	23.4	5.2	2.0
SPOKANE	109,541	95,883	87,066	2,634	6,183	95,602	98,681	21.0	2.6	0.2
WALLA WALLA	7,695	10,918	8,289	1,327	1,302	10,912	3,765	11.1	3.5	1.1
WHATCOM	14,367	16,603	12,771	2,681	1,151	16,590	5,842	9.3	2.6	1.0
RRB-TRAVELERS	676,081	648,544	520,616	46,060	81,868	645,385	275,131	8.8	0.2	0.1
AETNA	1,226,551	1,125,953	920,551	90,220	115,182	1,111,080	640,141	11.7	0.7	0.2
EQUITABLE	570,400	508,118	413,837	51,253	43,028	504,471	289,114	8.7	0.7	0.3
NATIONWIDE	1,333,749	1,218,446	973,456	104,356	140,634	1,211,617	629,235	10.8	0.6	0.1
PRUDENTIAL	2,005,971	1,948,096	1,699,740	61,918	186,438	1,938,134	1,292,605	13.4	1.2	0.3
TRAVELERS (RRB EXCLUDED)	780,070	804,153	645,375	92,822	65,956	801,598	385,549	10.5	1.3	0.2

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: JANUARY, 1987

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA				REPLICATE CLAIMS	PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
			TOTAL		HCFA-1500'S				
			NUMBER	PERCENT OF TOTAL CLAIMS RECEIVED	ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED	UNASSIGNED PERCENT OF UNASS'D 1500'S RECEIVED			
TOTAL	68.8	97.2	7,856,889	29.2	35.8	14.5	1.3	3.6	
BOSTON REGION	83.2	104.9	346,532	21.9	24.6	8.3	1.8	3.8	
CONNECTICUT-TRAVELERS	61.9	138.2	63,063	20.9	32.4	2.1	0.2	0.6	
MASSACHUSETTS B/S	94.5	101.5	200,271	25.8	26.4	15.8	2.6	5.2	
TRI-STATE	71.4	93.1	45,397	13.7	13.7	13.6	2.9	5.4	
MAINE	79.9	89.4	11,739	7.3	7.7	5.6	3.4	5.9	
NEW HAMPSHIRE	60.8	94.4	14,551	13.7	13.0	14.9	2.8	5.4	
VERMONT	67.8	100.0	19,107	29.4	32.3	23.2	2.0	4.2	
RHODE ISLAND B/S	92.0	85.1	37,801	21.6	23.5	0.0	0.1	2.0	
NEW YORK REGION	72.1	103.5	955,601	27.3	36.0	4.7	1.7	2.9	
NEW JERSEY-PRUDENTIAL	69.1	95.9	265,876	29.6	39.5	7.2	0.5	1.7	
N.Y.-BINGHAMTON B/S	68.4	108.5	115,874	16.6	23.4	1.8	4.6	2.3	
N.Y.-NEW YORK B/S	74.1	105.6	500,055	32.8	42.2	5.6	1.4	3.7	
NEW YORK-GROUP HEALTH	73.5	92.5	73,796	34.8	47.3	0.2	0.0	0.9	
PUERTO RICO B/S	83.0	117.9	0	0.0	0.0	0.0	0.2	6.1	
PUERTO RICO	83.0	117.8	0	0.0	0.0	0.0	0.2	6.0	
VIRGIN ISLANDS	69.9	170.8	0	0.0	0.0	0.0	1.4	17.9	
PHILADELPHIA REGION	81.9	99.4	880,069	28.3	32.2	10.4	0.3	3.2	
MARYLAND B/S	81.2	102.4	104,320	31.2	30.8	33.2	0.0*	3.7	
PENNSYLVANIA B/S	86.3	97.3	597,094	27.2	31.2	2.3	0.4	3.4	
DELAWARE	88.7	86.4	66,899	50.2	56.1	3.2	0.1	2.8	
DISTRICT OF COLUMBIA	80.1	100.1	104,353	36.9	45.5	1.9	0.3	3.6	
PENNSYLVANIA	87.2	97.6	425,842	23.9	27.1	2.3	0.4	3.5	
VIRGINIA-TRAVELERS	61.8	112.0	139,182	34.3	45.0	17.0	0.3	1.9	
WEST VIRGINIA-NATIONWIDE	75.0	91.8	39,473	22.1	26.0	10.2	0.5	2.9	
ATLANTA REGION	65.2	96.8	1,864,008	37.0	46.0	20.1	1.3	5.0	
ALABAMA B/S	78.2	95.2	268,033	61.3	63.6	53.2	4.5	2.4	
FLORIDA B/S	61.7	99.0	853,498	39.9	49.1	25.0	1.4	5.5	
GEORGIA-PRUDENTIAL	67.3	108.7	104,913	22.4	29.8	7.0	0.5	1.9	
KENTUCKY B/S	63.4	99.5	100,706	27.9	34.6	16.4	1.1	6.8	
MISSISSIPPI-TRAVELERS	72.5	94.5	58,165	26.2	31.6	12.0	0.3	2.7	
NORTH CAROLINA-PRUDENTIAL	64.1	90.3	228,858	35.9	53.5	4.5	0.5	10.2	
SOUTH CAROLINA B/S (NON-P&E)	62.1	90.6	127,802	48.9	59.9	30.9	0.0*	2.8	
SOUTH CAROLINA B/S (P & E)	99.0	86.4	16,269	42.9	43.3	4.6	0.0	0.2	
TENNESSEE-EQUITABLE	64.9	88.5	105,764	22.4	29.2	9.9	0.8	3.4	

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: JANUARY, 1987

CARRIER	CLAIMS RECEIVED VIA ELECTRONIC MEDIA							REPLICATE CLAIMS
	ASSIGN RATE	RATIO PROC/ REC'D	TOTAL		HCFA-1500'S			
			NUMBER	PERCENT OF TOTAL CLAIMS RECEIVED	PERCENT OF			
					ASS'D. 1500'S RECEIVED	UNASS'D 1500'S RECEIVED		
CHICAGO REGION	66.0	91.1	1,575,101	34.1	42.4	18.0	1.3	2.3
ILLINOIS B/S (HCSC)	60.2	93.0	314,853	30.8	41.4	14.7	0.5	2.1
INDIANA B/S	55.2	93.8	146,057	26.5	34.0	17.3	8.0	4.8
MICHIGAN B/S	86.9	94.3	574,167	47.7	53.1	12.1	0.0	0.8
MINNESOTA B/S	39.5	90.0	56,393	44.4	47.7	42.2	0.3	4.4
MINNESOTA-TRAVELERS	60.5	91.9	83,492	54.9	59.0	48.5	0.3	3.3
OHIO-NATIONWIDE	60.9	91.3	349,259	30.2	39.1	16.4	0.6	3.1
WISCONSIN B/S	57.8	72.2	50,880	12.5	11.0	14.5	0.0	0.7
DALLAS REGION	64.2	95.1	531,903	23.0	29.8	10.9	0.9	4.1
ARKANSAS B/S	75.4	94.6	49,704	17.9	20.7	9.3	0.2	3.3
LA.-ARK. B/S	66.9	91.0	93,999	24.3	32.2	8.4	0.5	5.6
NEW MEXICO-AETNA	63.5	105.5	12,023	11.7	15.1	5.8	1.1	2.4
OKLAHOMA-AETNA	51.4	93.6	64,936	22.4	34.5	9.6	2.3	2.4
TEXAS B/S	64.0	96.0	311,241	24.8	31.7	12.7	0.9	4.5
KANSAS CITY REGION	59.9	94.8	407,506	30.9	39.1	18.7	1.5	6.3
IOWA B/S	49.5	101.1	79,812	16.9	23.2	10.9	2.4	4.0
IOWA	51.6	100.4	72,338	22.7	28.4	16.7	2.0	3.6
NEBRASKA	45.2	102.6	7,474	4.9	10.6	0.2	3.1	4.8
KANSAS B/S	73.5	100.1	75,090	36.4	39.6	27.6	2.3	5.6
MISSOURI B/S	74.6	98.2	91,035	44.5	51.5	24.1	0.7	10.2
MISSOURI-GENERAL AMERICAN	57.8	83.9	161,569	37.0	45.9	24.7	0.3	7.6
DENVER REGION	52.9	93.1	105,116	17.7	18.1	17.3	0.8	5.1
COLORADO B/S	57.9	96.2	41,595	16.5	16.6	16.3	0.3	5.0
MONTANA B/S	45.9	77.9	10,326	14.4	11.9	16.5	1.6	13.7
NORTH DAKOTA B/S	44.8	96.4	30,974	21.7	19.5	23.5	0.7	3.5
NORTH DAKOTA	49.4	97.0	25,304	34.7	29.1	40.2	0.5	3.4
SOUTH DAKOTA	40.0	95.8	5,670	8.1	7.1	8.8	0.9	3.6
UTAH B/S	62.1	90.0	20,167	20.1	23.9	13.8	1.7	4.0
WYOMING-EQUITABLE	31.6	99.1	2,054	8.0	14.9	4.8	0.3	0.0
SAN FRANCISCO REGION	71.6	98.1	1,037,291	31.1	36.5	17.4	2.5	3.2
ARIZONA-NEVADA-AETNA	59.7	89.8	121,244	25.3	34.2	12.0	1.2	2.9
ARIZONA	55.5	90.1	102,960	26.4	37.0	13.0	1.3	2.9
NEVADA	78.2	88.4	18,284	20.5	25.4	2.9	0.8	2.9
CALIFORNIA B/S	70.1	91.9	401,570	31.6	37.4	17.7	0.3	2.8
CALIF.-OCCIDENTAL (NON-P&E)	76.4	106.7	494,507	33.2	37.6	19.0	4.6	3.4
CALIF.-OCCIDENTAL (P & E)	99.0	97.7	3,083	21.1	21.3	0.7	1.4	15.3
HAWAII-AETNA	70.3	86.9	16,887	20.7	16.8	29.9	0.3	3.7

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: JANUARY, 1987

CARRIER	CLAIMS RECEIVED VIA ELECTRONIC MEDIA				REPLICATE CLAIMS		CLAIMS INVESTIGATION RATE
	ASSIGN RATE	RATIO PROC/ REC'D	TOTAL		PERCENT OF TOTAL CLAIMS PROCESSED		
			NUMBER	PERCENT OF TOTAL CLAIMS RECEIVED			
						ASS'D. 1500'S RECEIVED	
SEATTLE REGION	50.0	95.1	144,151	16.8	21.2	0.5	1.6
ALASKA-OREGON-AETNA	47.6	89.7	50,020	18.4	21.9	0.9	1.4
ALASKA	69.3	94.3	941	9.6	13.8	1.1	2.1
OREGON	46.8	89.6	49,079	18.7	22.3	0.9	1.4
IDAHO-EQUITABLE	34.3	89.4	12,869	17.5	24.4	0.3	1.2
WASHINGTON B/S	53.5	98.8	81,262	15.9	20.6	0.3	1.7
CLALLAM	27.9	93.6	488	3.9	13.9	0.1	3.1
COWLITZ	59.2	99.3	3	0.0*	0.0	0.2	2.2
GRAYS HARBOR	62.5	129.4	0	0.0	0.0	0.5	1.1
KING	51.1	92.7	37,802	16.6	22.8	0.4	1.0
KITSAP	46.6	130.6	4,466	22.7	19.6	0.2	0.9
PIERCE	54.8	113.1	7,699	11.6	5.5	0.3	1.5
SKAGIT	33.4	111.6	1,157	8.5	10.4	0.2	1.0
SNOHOMISH	51.4	102.8	1,098	4.8	7.9	0.4	6.8
SPOKANE	64.3	87.5	23,808	21.7	31.7	0.3	2.0
WALLA WALLA	38.3	141.9	3,694	48.0	27.1	0.1	3.4
WHATCOM	56.2	115.6	1,047	7.3	12.5	0.1	2.1
RRB-TRAVELERS	62.7	95.9	9,611	1.4	2.0	0.5	2.9
AETNA	56.1	91.8	265,110	21.6	28.7	1.3	2.5
EQUITABLE	59.5	89.1	120,687	21.2	28.5	0.7	2.9
NATIONWIDE	62.8	91.4	388,732	29.1	37.0	0.6	3.0
PRUDENTIAL	67.1	97.1	599,647	29.9	41.5	0.5	4.3
TRAVELERS (RRB EXCLUDED)	64.6	103.1	280,839	36.0	43.3	0.3	2.4

* LESS THAN 0.05

TABLE 3: TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: JANUARY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	1,875,113	70	1,411,942	52	36,572	1	426,599	16
BOSTON REGION	86,859	55	68,683	43	2,784	2	15,392	10
CONNECTICUT-TRAVELERS	28,087	93	25,243	84	720	2	2,124	7
MASSACHUSETTS B/S	28,533	37	20,391	26	1,173	2	6,969	9
MASSACHUSETTS TRI-STATE	23,027	69	17,153	52	569	2	5,305	16
MAINE	9,421	59	7,308	45	240	1	1,873	12
NEW HAMPSHIRE	9,616	91	7,145	67	277	3	2,194	21
VERMONT	3,990	61	2,700	42	52	1	1,238	19
RHODE ISLAND B/S	7,212	41	5,896	34	322	2	994	6
NEW YORK REGION	211,834	60	177,893	51	5,094	1	28,847	8
NEW JERSEY-PRUDENTIAL	61,220	68	47,608	53	388	0*	13,224	15
N.Y.-BINGHAMTON B/S	30,656	44	26,185	37	441	1	4,030	6
N.Y.-NEW YORK B/S	90,865	60	81,490	53	2,380	2	6,995	5
NEW YORK-GROUP HEALTH	19,595	92	17,009	80	350	2	2,236	11
PUERTO RICO B/S	9,498	56	5,601	33	1,535	9	2,362	14
PUERTO RICO	9,333	56	5,485	33	1,521	9	2,327	14
VIRGIN ISLANDS	165	764	116	537	14	65	35	162
PHILADELPHIA REGION	162,752	52	126,034	40	2,345	1	34,373	11
MARYLAND B/S	22,654	68	15,073	45	581	2	7,000	21
PENNSYLVANIA B/S	112,632	51	88,189	40	1,186	1	23,257	11
DELAWARE	4,757	36	3,471	26	244	2	1,042	8
DISTRICT OF COLUMBIA	20,168	71	16,731	59	681	2	2,756	10
PENNSYLVANIA	87,707	49	67,987	38	261	0*	19,459	11
VIRGINIA-TRAVELERS	18,819	46	15,585	38	511	1	2,723	7
WEST VIRGINIA-NATIONWIDE	8,647	48	7,187	40	67	0*	1,393	8
ATLANTA REGION	390,645	78	280,953	56	3,537	1	106,155	21
ALABAMA B/S	18,759	43	17,146	39	234	1	1,379	3
FLORIDA B/S	219,044	102	163,441	76	1,659	1	53,944	25
GEORGIA-PRUDENTIAL	29,874	64	20,943	45	100	0*	8,831	19
KENTUCKY B/S	24,744	69	15,078	42	620	2	9,046	25
MISSISSIPPI-TRAVELERS	13,099	59	10,460	47	230	1	2,409	11
NORTH CAROLINA-PRUDENTIAL	24,648	39	12,683	20	541	1	11,424	18
SOUTH CAROLINA B/S (NON-P&E)	21,328	82	14,830	57	99	0*	6,399	24
SOUTH CAROLINA B/S (P & E)	5,728	151	2,385	63	0	0	3,343	88
TENNESSEE-EQUITABLE	33,421	71	23,987	51	54	0*	9,380	20

* LESS THAN ONE PER THOUSAND

TABLE 3: TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: JANUARY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
CHICAGO REGION	252,721	55	200,549	43	3,906	1	48,266	10
ILLINOIS B/S (HCSC)	56,463	55	46,840	46	168	0*	9,455	9
INDIANA B/S	34,432	63	28,150	51	370	1	5,912	11
MICHIGAN B/S	54,784	46	42,852	36	2,743	2	9,189	8
MINNESOTA B/S	7,186	57	6,242	49	3	0*	941	7
MINNESOTA-TRAVELERS	12,344	81	11,479	75	324	2	541	4
OHIO-NATIONWIDE	56,885	49	45,160	39	200	0*	11,525	10
WISCONSIN B/S	30,627	75	19,826	49	98	0*	10,703	26
DALLAS REGION	219,941	95	144,571	63	1,709	1	73,661	32
ARKANSAS B/S	15,126	54	11,945	43	393	1	2,788	10
LA.-ARK. B/S	25,405	66	16,328	42	380	1	8,697	23
NEW MEXICO-AETNA	8,245	80	6,002	58	254	2	1,989	19
OKLAHOMA-AETNA	12,861	44	9,370	32	449	2	3,042	10
TEXAS B/S	158,304	126	100,926	81	233	0*	57,145	46
KANSAS CITY REGION	103,682	79	74,088	56	1,201	1	28,393	22
IOWA B/S	45,185	96	29,142	62	63	0*	15,980	34
IOWA	26,452	83	16,800	53	57	0*	9,595	30
NEBRASKA	18,733	123	12,342	81	6	0*	6,385	42
KANSAS B/S	14,054	68	7,234	35	438	2	6,382	31
MISSOURI B/S	15,655	77	12,746	62	443	2	2,466	12
MISSOURI-GENERAL AMERICAN	28,788	66	24,966	57	257	1	3,565	8
DENVER REGION	59,896	101	46,329	78	2,054	3	11,513	19
COLORADO B/S	27,815	110	20,355	81	567	2	6,893	27
MONTANA B/S	5,505	77	3,729	52	113	2	1,663	23
NORTH DAKOTA B/S	9,464	66	7,726	54	509	4	1,229	9
NORTH DAKOTA	4,915	67	3,725	51	509	7	681	9
SOUTH DAKOTA	4,549	65	4,001	57	0	0	548	8
UTAH B/S	14,461	144	12,089	120	686	7	1,686	17
WYOMING-EQUITABLE	2,651	103	2,430	94	179	7	42	2
SAN FRANCISCO REGION	233,651	70	171,366	51	2,085	1	60,200	18
ARIZONA-NEVADA-AETNA	38,299	80	32,252	67	1,177	2	4,870	10
ARIZONA	33,347	85	28,186	72	1,177	3	3,984	10
NEVADA	4,952	56	4,066	46	0	0	886	10
CALIFORNIA B/S	74,146	58	60,395	47	241	0*	13,510	11
CALIF.-OCCIDENTAL (NON-P&E)	111,956	75	72,260	48	304	0*	39,392	26
CALIF.-OCCIDENTAL (P & E)	3,329	228	1,540	105	7	0*	1,782	122
HAWAII-AETNA	5,921	73	4,919	60	356	4	646	8

* LESS THAN ONE PER THOUSAND

TABLE 3: TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: JANUARY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
SEATTLE REGION	88,990	104	69,536	81	11,694	14	7,760	9
ALASKA-OREGON-AETNA	24,301	89	22,324	82	501	2	1,476	5
ALASKA	1,031	105	837	85	0	0	194	20
OREGON	23,270	89	21,487	82	501	2	1,282	5
IDAHO-EQUITABLE	8,720	119	7,620	104	288	4	812	11
WASHINGTON B/S	55,969	109	39,592	77	10,905	21	5,472	11
CLALLAM	1,131	90	792	63	298	24	41	3
COWLITZ	542	63	330	39	210	25	2	0*
GRAYS HARBOR	961	111	433	50	490	56	38	4
KING	19,525	86	11,583	51	3,223	14	4,719	21
KITSAP	3,857	196	3,155	160	569	29	133	7
PIERCE	8,385	126	7,146	108	1,188	18	51	1
SKAGIT	2,180	160	1,329	98	773	57	78	6
SNOHOMISH	4,373	189	3,404	147	647	28	322	14
SPOKANE	11,443	104	8,939	82	2,504	23	0	0
WALLA WALLA	1,165	151	705	92	415	54	45	6
WHATCOM	2,407	168	1,776	124	588	41	43	3
RRB-TRAVELERS	64,142	95	51,940	77	163	0*	12,039	18
AETNA	89,627	73	74,867	61	2,737	2	12,023	10
EQUITABLE	44,792	79	34,037	60	521	1	10,234	18
NATIONWIDE	65,532	49	52,347	39	267	0*	12,918	10
PRUDENTIAL	115,742	58	81,234	40	1,029	1	33,479	17
TRAVELERS (RRB EXCLUDED)	44,262	57	37,524	48	1,065	1	5,673	7

* LESS THAN ONE PER THOUSAND

TABLE 4: NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: JANUARY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	1,335,637	50	1,098,485	41	35,432	1	201,720	7
BOSTON REGION	59,792	38	50,149	32	2,777	2	6,866	4
CONNECTICUT-TRAVELERS	24,083	80	21,491	71	717	2	1,875	6
MASSACHUSETTS B/S	17,400	22	13,944	18	1,173	2	2,283	3
TRI-STATE	13,330	40	10,100	30	569	2	2,661	8
MAINE	4,242	26	3,051	19	240	1	951	6
NEW HAMPSHIRE	6,847	65	5,293	50	277	3	1,277	12
VERMONT	2,241	34	1,756	27	52	1	433	7
RHODE ISLAND B/S	4,979	28	4,614	26	318	2	47	0*
NEW YORK REGION	170,245	49	147,397	42	4,828	1	18,020	5
NEW JERSEY-PRUDENTIAL	49,009	54	39,315	44	388	0*	9,306	10
N.Y.-BINGHAMTON B/S	23,417	33	20,424	29	441	1	2,552	4
N.Y.-NEW YORK B/S	73,187	48	67,690	44	2,321	2	3,176	2
NEW YORK-GROUP HEALTH	16,805	79	14,790	70	335	2	1,680	8
PUERTO RICO B/S	7,827	46	5,178	31	1,343	8	1,306	8
PUERTO RICO	7,789	46	5,160	31	1,337	8	1,292	8
VIRGIN ISLANDS	38	176	18	83	6	28	14	65
PHILADELPHIA REGION	117,992	38	105,704	34	2,294	1	9,994	3
MARYLAND B/S	14,663	44	12,892	39	581	2	1,190	4
PENNSYLVANIA B/S	78,941	36	72,652	33	1,182	1	5,107	2
DELAWARE	3,430	26	3,038	23	244	2	148	1
DISTRICT OF COLUMBIA	14,352	51	13,179	47	681	2	492	2
PENNSYLVANIA	61,159	34	56,435	32	257	0*	4,467	3
VIRGINIA-TRAVELERS	17,086	42	14,240	35	499	1	2,347	6
WEST VIRGINIA-NATIONWIDE	7,302	41	5,920	33	32	0*	1,350	8
ATLANTA REGION	282,894	56	234,504	47	3,514	1	44,876	9
ALABAMA B/S	11,286	26	9,953	23	234	1	1,099	3
FLORIDA B/S	172,112	80	146,556	68	1,659	1	23,897	11
GEORGIA-PRUDENTIAL	20,759	44	16,972	36	98	0*	3,689	8
KENTUCKY B/S	16,524	46	11,913	33	609	2	4,002	11
MISSISSIPPI-TRAVELERS	8,814	40	8,122	37	226	1	466	2
NORTH CAROLINA-PRUDENTIAL	15,692	25	9,812	15	541	1	5,339	8
SOUTH CAROLINA B/S (NON-P&E)	15,301	59	13,197	51	99	0*	2,005	8
SOUTH CAROLINA B/S (P & E)	530	14	362	10	0	0	168	4
TENNESSEE-EQUITABLE	21,876	46	17,617	37	48	0*	4,211	9

* LESS THAN ONE PER THOUSAND

TABLE 4: NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: JANUARY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
CHICAGO REGION	192,169	42	155,201	34	3,820	1	33,148	7
ILLINOIS B/S (HCSC)	47,828	47	39,814	39	166	0*	7,848	8
INDIANA B/S	21,947	40	19,686	36	370	1	1,891	3
MICHIGAN B/S	37,095	31	27,562	23	2,743	2	6,790	6
MINNESOTA B/S	4,432	35	3,917	31	3	0*	512	4
MINNESOTA-TRAVELERS	10,511	69	9,840	65	324	2	347	2
OHIO-NATIONWIDE	50,597	44	39,480	34	121	0*	10,996	10
WISCONSIN B/S	19,759	48	14,902	37	93	0*	4,764	12
DALLAS REGION	127,987	55	97,407	42	1,648	1	28,932	13
ARKANSAS B/S	10,723	39	9,622	35	374	1	727	3
LA.-ARK. B/S	14,861	38	11,437	30	380	1	3,044	8
NEW MEXICO-AETNA	5,804	56	4,273	42	239	2	1,292	13
OKLAHOMA-AETNA	9,072	31	6,473	22	445	2	2,154	7
TEXAS B/S	87,527	70	65,602	52	210	0*	21,715	17
KANSAS CITY REGION	76,017	58	61,695	47	1,192	1	13,130	10
IOWA B/S	31,331	67	22,912	49	54	0*	8,365	18
IOWA	17,733	56	13,621	43	48	0*	4,064	13
NEBRASKA	13,598	89	9,291	61	6	0*	4,301	28
KANSAS B/S	7,209	35	5,545	27	438	2	1,226	6
MISSOURI B/S	11,965	59	10,506	51	443	2	1,016	5
MISSOURI-GENERAL AMERICAN	25,512	58	22,732	52	257	1	2,523	6
DENVER REGION	38,791	65	30,906	52	2,048	3	5,837	10
COLORADO B/S	17,088	68	13,042	52	567	2	3,479	14
MONTANA B/S	4,074	57	2,862	40	109	2	1,103	15
NORTH DAKOTA B/S	6,224	44	5,185	36	509	4	530	4
NORTH DAKOTA	3,155	43	2,410	33	509	7	236	3
SOUTH DAKOTA	3,069	44	2,775	40	0	0	294	4
UTAH B/S	9,652	96	8,263	82	686	7	703	7
WYOMING-EQUITABLE	1,753	68	1,554	60	177	7	22	1
SAN FRANCISCO REGION	161,334	48	128,692	39	1,854	1	30,788	9
ARIZONA-NEVADA-AETNA	31,869	66	27,224	57	1,008	2	3,637	8
ARIZONA	27,955	72	23,657	61	1,008	3	3,290	8
NEVADA	3,914	44	3,567	40	0	0	347	4
CALIFORNIA B/S	54,132	43	48,920	38	240	0*	4,972	4
CALIF.-OCCIDENTAL (NON-P&E)	70,926	48	48,830	33	260	0*	21,836	15
CALIF.-OCCIDENTAL (P & E)	100	7	47	3	0	0	53	4
HAWAII-AETNA	4,307	53	3,671	45	346	4	290	4

TABLE 4: NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: JANUARY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
SEATTLE REGION	66,852	78	50,962	59	11,294	13	4,596	5
ALASKA-OREGON-AETNA	16,755	62	15,243	56	417	2	1,095	4
ALASKA	579	59	476	48	0	0	103	10
OREGON	16,176	62	14,767	56	417	2	992	4
IDAHO-EQUITABLE	6,060	82	5,079	69	288	4	693	9
WASHINGTON B/S	44,037	86	30,640	60	10,589	21	2,808	5
QLALLAM	868	69	597	48	245	20	26	2
COWLITZ	532	62	320	37	210	25	2	0*
GRAYS HARBOR	854	98	327	38	490	56	37	4
KING	14,708	65	9,376	41	3,148	14	2,184	10
KITSAP	2,305	117	1,636	83	564	29	105	5
PIERCE	7,602	114	6,365	96	1,188	18	49	1
SKAGIT	1,663	122	845	62	765	56	53	4
SNOHOMISH	3,502	152	2,574	112	647	28	281	12
SPOKANE	9,312	85	6,892	63	2,420	22	0	0
WALLA WALLA	923	120	561	73	324	42	38	5
WHATCOM	1,768	123	1,147	80	588	41	33	2
RRB-TRAVELERS	41,564	61	35,868	53	163	0*	5,533	8
AETNA	67,807	55	56,884	46	2,455	2	8,468	7
EQUITABLE	29,689	52	24,250	43	513	1	4,926	9
NATIONWIDE	57,899	43	45,400	34	153	0*	12,346	9
PRUDENTIAL	85,460	43	66,099	33	1,027	1	18,334	9
TRAVELERS (RRB EXCLUDED)	36,411	47	32,202	41	1,049	1	3,160	4
#0								

TABLE 5: NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: JANUARY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	539,476	20	313,457	12	1,140	0*	224,879	8
BOSTON REGION	27,067	17	18,534	12	7	0*	8,526	5
CONNECTICUT-TRAVELERS	4,004	13	3,752	12	3	0*	249	1
MASSACHUSETTS B/S	11,133	14	6,447	8	0	0	4,686	6
MASSACHUSETTS TRI-STATE	9,697	29	7,053	21	0	0	2,644	8
MAINE	5,179	32	4,257	26	0	0	922	6
NEW HAMPSHIRE	2,769	26	1,852	17	0	0	917	9
VERMONT	1,749	27	944	15	0	0	805	12
RHODE ISLAND B/S	2,233	13	1,282	7	4	0*	947	5
NEW YORK REGION	41,589	12	30,496	9	266	0*	10,827	3
NEW JERSEY-PRUDENTIAL	12,211	14	8,293	9	0	0	3,918	4
N.Y.-BINGHAMTON B/S	7,239	10	5,761	8	0	0	1,478	2
N.Y.-NEW YORK B/S	17,678	12	13,800	9	59	0*	3,819	3
NEW YORK-GROUP HEALTH	2,790	13	2,219	10	15	0*	556	3
PUERTO RICO B/S	1,671	10	423	3	192	1	1,056	6
PUERTO RICO	1,544	9	325	2	184	1	1,035	6
VIRGIN ISLANDS	127	588	98	454	8	37	21	97
PHILADELPHIA REGION	44,760	14	20,330	7	51	0*	24,379	8
MARYLAND B/S	7,991	24	2,181	7	0	0	5,810	17
PENNSYLVANIA B/S	33,691	15	15,537	7	4	0*	18,150	8
DELAWARE	1,327	10	433	3	0	0	894	7
DISTRICT OF COLUMBIA	5,816	21	3,552	13	0	0	2,264	8
PENNSYLVANIA	26,548	15	11,552	6	4	0*	14,992	8
VIRGINIA-TRAVELERS	1,733	4	1,345	3	12	0*	376	1
WEST VIRGINIA-NATIONWIDE	1,345	8	1,267	7	35	0*	43	0*
ATLANTA REGION	107,751	21	46,449	9	23	0*	61,279	12
ALABAMA B/S	7,473	17	7,193	16	0	0	280	1
FLORIDA B/S	46,932	22	16,885	8	0	0	30,047	14
GEORGIA-PRUDENTIAL	9,115	19	3,971	8	2	0*	5,142	11
KENTUCKY B/S	8,220	23	3,165	9	11	0*	5,044	14
MISSISSIPPI-TRAVELERS	4,285	19	2,338	11	4	0*	1,943	9
NORTH CAROLINA-PRUDENTIAL	8,956	14	2,871	5	0	0	6,085	10
SOUTH CAROLINA B/S (NON-P&E)	6,027	23	1,633	6	0	0	4,394	17
SOUTH CAROLINA B/S (P & E)	5,198	137	2,023	53	0	0	3,175	84
TENNESSEE-EQUITABLE	11,545	25	6,370	14	6	0*	5,169	11

* LESS THAN ONE PER THOUSAND

TABLE 5: NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: JANUARY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
CHICAGO REGION	60,552	13	45,348	10	86	0*	15,118	3
ILLINOIS B/S (HCSC)	8,635	8	7,026	7	2	0*	1,607	2
INDIANA B/S	12,485	23	8,464	15	0	0	4,021	7
MICHIGAN B/S	17,689	15	15,290	13	0	0	2,399	2
MINNESOTA B/S	2,754	22	2,325	18	0	0	429	3
MINNESOTA-TRAVELERS	1,833	12	1,639	11	0	0	194	1
OHIO-NATIONWIDE	6,288	5	5,680	5	79	0*	529	0*
WISCONSIN B/S	10,868	27	4,924	12	5	0*	5,939	15
DALLAS REGION	91,954	40	47,164	20	61	0*	44,729	19
ARKANSAS B/S	4,403	16	2,323	8	19	0*	2,061	7
LA.-ARK. B/S	10,544	27	4,891	13	0	0	5,653	15
NEW MEXICO-AETNA	2,441	24	1,729	17	15	0*	697	7
OKLAHOMA-AETNA	3,789	13	2,897	10	4	0*	888	3
TEXAS B/S	70,777	56	35,324	28	23	0*	35,430	28
KANSAS CITY REGION	27,665	21	12,393	9	9	0*	15,263	12
IOWA B/S	13,854	29	6,230	13	9	0*	7,615	16
IOWA	8,719	27	3,179	10	9	0*	5,531	17
NEBRASKA	5,135	34	3,051	20	0	0	2,084	14
KANSAS B/S	6,845	33	1,689	8	0	0	5,156	25
MISSOURI B/S	3,690	18	2,240	11	0	0	1,450	7
MISSOURI-GENERAL AMERICAN	3,276	7	2,234	5	0	0	1,042	2
DENVER REGION	21,105	36	15,423	26	6	0*	5,676	10
COLORADO B/S	10,727	43	7,313	29	0	0	3,414	14
MONTANA B/S	1,431	20	867	12	4	0*	560	8
NORTH DAKOTA B/S	3,240	23	2,541	18	0	0	699	5
NORTH DAKOTA	1,760	24	1,315	18	0	0	445	6
SOUTH DAKOTA	1,480	21	1,226	18	0	0	254	4
UTAH B/S	4,809	48	3,826	38	0	0	983	10
WYOMING-EQUITABLE	898	35	876	34	2	0*	20	1
SAN FRANCISCO REGION	72,317	22	42,674	13	231	0*	29,412	9
ARIZONA-NEVADA-AETNA	6,430	13	5,028	10	169	0*	1,233	3
ARIZONA	5,392	14	4,529	12	169	0*	694	2
NEVADA	1,038	12	499	6	0	0	539	6
CALIFORNIA B/S	20,014	16	11,475	9	1	0*	8,538	7
CALIF.-OCCIDENTAL (NON-P&E)	41,030	28	23,430	16	44	0*	17,556	12
CALIF.-OCCIDENTAL (P & E)	3,229	221	1,493	102	7	0*	1,729	118
HAWAII-AETNA	1,614	20	1,248	15	10	0*	356	4

* LESS THAN ONE PER THOUSAND

TABLE 5: NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: JANUARY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
SEATTLE REGION	22,138	26	18,574	22	400	0*	3,164	4
ALASKA-OREGON-AETNA	7,546	28	7,081	26	84	0*	381	1
ALASKA	452	46	361	37	0	0	91	9
OREGON	7,094	27	6,720	26	84	0*	290	1
IDAHO-EQUITABLE	2,660	36	2,541	35	0	0	119	2
WASHINGTON B/S	11,932	23	8,952	18	316	1	2,664	5
CLALLAM	263	21	195	16	53	4	15	1
COWLITZ	10	1	10	1	0	0	0	0
GRAYS HARBOR	107	12	106	12	0	0	1	0*
KING	4,817	21	2,207	10	75	0*	2,535	11
KITSAP	1,552	79	1,519	77	5	0*	28	1
PIERCE	783	12	781	12	0	0	2	0*
SKAGIT	517	38	484	36	8	1	25	2
SNOHOMISH	871	38	830	36	0	0	41	2
SPOKANE	2,131	19	2,047	19	84	1	0	0
WALLA WALLA	242	31	144	19	91	12	7	1
WHATCOM	639	44	629	44	0	0	10	1
RRB-TRAVELERS	22,578	33	16,072	24	0	0	6,506	10
AETNA	21,820	18	17,983	15	282	0*	3,555	3
EQUITABLE	15,103	26	9,787	17	8	0*	5,308	9
NATIONWIDE	7,633	6	6,947	5	114	0*	572	0*
PRUDENTIAL	30,282	15	15,135	8	2	0*	15,145	8
TRAVELERS (RRB EXCLUDED)	7,851	10	5,322	7	16	0*	2,513	3

* LESS THAN ONE PER THOUSAND

20

TABLE 6: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS: JANUARY, 1987

CARRIER	NUMBER TRANSFERRED	TRANSFERRED VIA ELECTRONIC MEDIA	
		NUMBER	PERCENT OF TOTAL TRANSFERRED
TOTAL	2,449,211	1,958,915	80.0
BOSTON REGION	228,962	208,648	91.1
CONNECTICUT-TRAVELERS	12,084	12,084	100.0
MASSACHUSETTS B/S	148,802	148,802	100.0
MASSACHUSETTS TRI-STATE	47,762	47,762	100.0
MAINE	25,718	25,718	100.0
NEW HAMPSHIRE	11,894	11,894	100.0
VERMONT	10,150	10,150	100.0
RHODE ISLAND B/S	20,314	0	0.0
NEW YORK REGION	74,230	74,230	100.0
NEW JERSEY-PRUDENTIAL	74,230	74,230	100.0
N.Y.-BINGHAMTON B/S	0	0	0.0
N.Y.-NEW YORK B/S	0	0	0.0
NEW YORK-GROUP HEALTH	0	0	0.0
PUERTO RICO B/S	0	0	0.0
PUERTO RICO	0	0	0.0
VIRGIN ISLANDS	0	0	0.0
PHILADELPHIA REGION	127,616	127,616	100.0
MARYLAND B/S	37,760	37,760	100.0
PENNSYLVANIA B/S	25,985	25,985	100.0
DELAWARE	0	0	0.0
DISTRICT OF COLUMBIA	25,985	25,985	100.0
PENNSYLVANIA	0	0	0.0
VIRGINIA-TRAVELERS	63,871	63,871	100.0
WEST VIRGINIA-NATIONWIDE	0	0	0.0
ATLANTA REGION	567,479	538,100	94.8
ALABAMA B/S	64,192	64,192	100.0
FLORIDA B/S	163,930	163,930	100.0
GEORGIA-PRUDENTIAL	102,931	102,931	100.0
KENTUCKY B/S	38,020	8,641	22.7
MISSISSIPPI-TRAVELERS	52,282	52,282	100.0
NORTH CAROLINA-PRUDENTIAL	41,298	41,298	100.0
SOUTH CAROLINA B/S (NON-P&E)	68,120	68,120	100.0
SOUTH CAROLINA B/S (P & E)	2,168	2,168	100.0
TENNESSEE-EQUITABLE	34,538	34,538	100.0

TABLE 6: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS: JANUARY, 1987

CARRIER	NUMBER TRANSFERRED	TRANSFERRED VIA ELECTRONIC MEDIA	
		NUMBER	PERCENT OF TOTAL TRANSFERRED
CHICAGO REGION	287,329	235,682	82.0
ILLINOIS B/S (HCSC)	0	0	0.0
INDIANA B/S	36,297	36,297	100.0
MICHIGAN B/S	0	0	0.0
MINNESOTA B/S	26,005	26,005	100.0
MINNESOTA-TRAVELERS	21,063	21,063	100.0
OHIO-NATIONWIDE	128,806	128,806	100.0
WISCONSIN B/S	75,158	23,511	31.3
DALLAS REGION	405,358	405,358	100.0
ARKANSAS B/S	46,348	46,348	100.0
LA.-ARK. B/S	91,960	91,960	100.0
NEW MEXICO-AETNA	19,315	19,315	100.0
OKLAHOMA-AETNA	54,457	54,457	100.0
TEXAS B/S	193,278	193,278	100.0
KANSAS CITY REGION	88,752	77,692	87.5
IOWA B/S	37,172	37,172	100.0
IOWA	24,067	24,067	100.0
NEBRASKA	13,105	13,105	100.0
KANSAS B/S	9,260	2,834	30.6
MISSOURI B/S	11,844	7,210	60.9
MISSOURI-GENERAL AMERICAN	30,476	30,476	100.0
DENVER REGION	48,971	46,152	94.2
COLORADO B/S	30,229	30,229	100.0
MONTANA B/S	5,030	5,030	100.0
NORTH DAKOTA B/S	10,657	10,657	100.0
NORTH DAKOTA	3,067	3,067	100.0
SOUTH DAKOTA	7,590	7,590	100.0
UTAH B/S	3,055	236	7.7
WYOMING-EQUITABLE	0	0	0.0
SAN FRANCISCO REGION	566,579	191,502	33.8
ARIZONA-NEVADA-AETNA	0	0	0.0
ARIZONA	0	0	0.0
NEVADA	0	0	0.0
CALIFORNIA B/S	296,901	87,070	29.3
CALIF.-OCCIDENTAL (NON-P&E)	257,169	94,171	36.6
CALIF.-OCCIDENTAL (P & E)	2,300	52	2.3
HAWAII-AETNA	10,209	10,209	100.0

TABLE 6: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS: JANUARY, 1987

CARRIER	NUMBER TRANSFERRED	TRANSFERRED VIA ELECTRONIC MEDIA	
		NUMBER	PERCENT OF TOTAL TRANSFERRED
SEATTLE REGION	52,669	52,669	100.0
ALASKA-OREGON-AETNA	0	0	0.0
ALASKA	0	0	0.0
OREGON	0	0	0.0
IDAHO-EQUITABLE	4,538	4,538	100.0
WASHINGTON B/S	48,131	48,131	100.0
CLALLAM	758	758	100.0
COWLITZ	776	776	100.0
GRAYS HARBOR	1,537	1,537	100.0
KING	18,244	18,244	100.0
KITSAP	2,485	2,485	100.0
PIERCE	9,071	9,071	100.0
SKAGIT	1,243	1,243	100.0
SNOHOMISH	3,285	3,285	100.0
SPOKANE	8,326	8,326	100.0
WALLA WALLA	790	790	100.0
WHATCOM	1,616	1,616	100.0
RRB-TRAVELERS	1,266	1,266	100.0
AETNA	83,981	83,981	100.0
EQUITABLE	39,076	39,076	100.0
NATIONWIDE	128,806	128,806	100.0
PRUDENTIAL	218,459	218,459	100.0
TRAVELERS (RRB EXCLUDED)	137,216	137,216	100.0

TABLE 7: PROCESSING AND PAYMENT TIME DATA FOR ALL CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT		NUMBER	PERCENT		
		IN 27 DAYS	IN 60 DAYS		IN 90 DAYS	OF TOTAL	IN 27 DAYS
TOTAL	24,373,059	76.1	96.7	99.1	23,038,844	94.5	79.2
BOSTON REGION	1,674,244	73.2	95.7	98.6	1,608,205	96.1	76.0
CONNECTICUT-TRAVELERS	416,725	40.5	97.4	99.9	414,108	99.4	40.7
MASSACHUSETTS B/S	815,143	84.3	95.2	98.1	773,812	94.9	88.4
MASSACHUSETTS	287,693	80.7	94.2	97.5	271,676	94.4	85.1
TRI-STATE	129,234	80.0	94.2	97.8	121,737	94.2	84.6
MAINE	93,961	80.1	93.9	97.1	88,241	93.9	85.0
NEW HAMPSHIRE	64,498	82.8	94.7	97.7	61,698	95.7	86.4
VERMONT	154,683	89.2	96.4	99.0	148,609	96.1	92.7
RHODE ISLAND B/S							
NEW YORK REGION	3,545,380	37.0	91.9	98.4	3,407,748	96.1	38.3
NEW JERSEY-PRUDENTIAL	838,594	42.5	97.2	98.8	817,718	97.5	43.2
N.Y.-BINGHAMTON B/S	772,320	30.9	87.3	98.9	743,228	96.2	31.9
N.Y.-NEW YORK B/S	1,599,687	34.2	90.0	97.8	1,518,373	94.9	36.0
NEW YORK-GROUP HEALTH	173,661	81.8	98.9	99.6	172,435	99.3	82.0
PUERTO RICO B/S	161,118	17.6	96.7	98.8	155,994	96.8	18.2
PUERTO RICO	160,767	17.6	96.8	98.8	155,675	96.8	18.2
VIRGIN ISLANDS	351	2.0	90.6	98.0	319	90.9	2.2
PHILADELPHIA REGION	2,841,396	66.0	96.4	98.9	2,734,473	96.2	67.9
MARYLAND B/S	344,493	59.9	93.9	97.9	330,990	96.1	61.7
PENNSYLVANIA B/S	1,882,322	69.1	96.4	98.8	1,804,295	95.9	71.2
DELAWARE	108,768	91.3	98.1	99.6	104,608	96.2	94.4
DISTRICT OF COLUMBIA	262,234	76.4	96.7	98.7	250,237	95.4	78.9
PENNSYLVANIA	1,511,320	66.3	96.2	98.8	1,449,450	95.9	68.2
VIRGINIA-TRAVELERS	450,319	50.4	97.6	99.8	441,097	98.0	51.3
WEST VIRGINIA-NATIONWIDE	164,262	85.8	98.6	99.9	158,091	96.2	88.9
ATLANTA REGION	4,403,444	82.2	96.5	98.8	4,007,534	91.0	88.0
ALABAMA B/S	342,389	95.4	99.7	99.9	326,431	95.3	97.4
FLORIDA B/S	1,944,573	85.3	94.7	98.0	1,673,950	86.1	95.0
GEORGIA-PRUDENTIAL	538,495	90.2	98.4	99.6	527,425	97.9	91.8
KENTUCKY B/S	328,412	92.0	98.0	99.4	307,678	93.7	96.9
MISSISSIPPI-TRAVELERS	199,288	90.6	98.8	99.8	193,639	97.2	92.6
NORTH CAROLINA-PRUDENTIAL	514,343	42.7	96.9	98.9	461,975	89.8	46.1
SOUTH CAROLINA B/S (NON-P&E)	190,895	65.4	94.0	98.8	184,163	96.5	66.7
SOUTH CAROLINA B/S (P & E)	28,918	88.5	99.4	99.8	27,942	96.6	90.0
TENNESSEE-EQUITABLE	316,131	93.5	98.6	99.5	304,331	96.3	96.7

TABLE 7 : PROCESSING AND PAYMENT TIME DATA FOR ALL CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT		NUMBER	PERCENT		
		IN 27 DAYS	IN 60 DAYS		IN 90 DAYS	OF TOTAL	IN 27 DAYS
CHICAGO REGION	4,160,539	89.2	99.0	99.8	4,048,520	97.3	91.3
ILLINOIS B/S (HCSC)	998,912	93.9	99.7	100.0	979,061	98.0	95.7
INDIANA B/S	516,506	95.1	98.9	99.9	490,524	95.0	99.0
MICHIGAN B/S	941,481	85.2	98.8	99.6	932,174	99.0	85.9
MINNESOTA B/S	113,738	89.6	98.2	99.7	109,643	96.4	92.0
MINNESOTA-TRAVELERS	143,156	71.9	98.3	99.6	138,231	96.6	74.1
OHIO-NATIONWIDE	1,054,184	87.8	98.7	99.9	1,010,580	95.9	91.1
WISCONSIN B/S	392,562	88.8	99.3	99.9	388,307	98.9	89.2
DALLAS REGION	2,104,673	87.2	98.2	99.7	1,960,596	93.2	91.8
ARKANSAS B/S	259,333	89.1	99.0	99.8	244,740	94.4	92.3
LA.-ARK. B/S	346,129	84.6	96.4	99.6	312,319	90.2	92.0
NEW MEXICO-AETNA	127,666	85.7	95.1	98.4	112,034	87.8	90.8
OKLAHOMA-AETNA	271,459	61.1	97.4	99.5	246,521	90.8	63.6
TEXAS B/S	1,100,086	94.1	99.1	99.9	1,044,982	95.0	98.4
KANSAS CITY REGION	1,136,995	85.9	97.4	99.2	1,067,715	93.9	90.1
IOWA B/S	427,130	87.0	97.1	99.1	402,981	94.3	91.3
IOWA	285,471	88.5	97.6	99.3	270,883	94.9	92.3
NEBRASKA	141,659	84.2	96.1	98.7	132,098	93.3	89.4
KANSAS B/S	198,949	95.8	99.0	99.7	187,477	94.2	97.7
MISSOURI B/S	126,715	83.6	97.2	99.0	118,959	93.9	88.5
MISSOURI-GENERAL AMERICAN	384,201	80.2	96.9	99.1	358,298	93.3	85.4
DENVER REGION	528,359	87.4	97.5	99.5	432,775	81.9	95.2
COLORADO B/S	223,906	89.4	97.5	99.8	209,161	93.4	94.3
MONTANA B/S	55,920	85.3	96.8	98.8	35,083	62.7	96.8
NORTH DAKOTA B/S	136,556	94.5	99.3	99.9	120,954	88.6	97.3
NORTH DAKOTA	69,713	95.1	99.4	99.9	62,049	89.0	97.6
SOUTH DAKOTA	66,843	93.8	99.1	99.9	58,905	88.1	97.0
UTAH B/S	90,414	79.1	95.4	98.7	53,646	59.3	92.9
WYOMING-EQUITABLE	21,563	62.8	97.2	99.3	13,931	64.6	94.8
SAN FRANCISCO REGION	3,032,729	89.5	97.8	99.3	2,860,753	94.3	93.1
ARIZONA-NEVADA-AETNA	430,658	89.0	97.7	99.4	381,618	88.6	92.9
ARIZONA	351,922	88.7	97.9	99.5	310,260	88.2	92.5
NEVADA	78,736	90.4	96.7	99.0	71,358	90.6	94.6
CALIFORNIA B/S	1,094,889	84.5	97.1	98.9	1,036,313	94.7	89.0
CALIF.-OCCIDENTAL (NON-P&E)	1,423,413	93.6	98.3	99.6	1,370,196	96.3	96.2
CALIF.-OCCIDENTAL (P & E)	12,874	75.0	95.6	98.5	10,935	84.9	85.3
HAWAII-AETNA	70,895	92.5	97.7	98.9	61,691	87.0	96.9

TABLE 7 : PROCESSING AND PAYMENT TIME DATA FOR ALL CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	PERCENT		NUMBER	PERCENT	
		IN 27 DAYS	IN 60 DAYS		IN 90 DAYS	OF TOTAL
SEATTLE REGION	298,294	93.0	99.3	279,807	93.8	95.5
ALASKA-OREGON-AETNA	244,320	92.9	99.3	228,888	93.7	95.1
ALASKA	9,273	96.1	99.3	8,347	90.0	99.1
OREGON	235,047	92.8	99.3	220,541	93.8	95.0
IDAHO-EQUITABLE	53,974	93.7	99.5	50,919	94.3	97.0
RRB-TRAVELERS	647,006	84.3	99.3	630,718	97.5	85.7
AETNA	1,144,998	83.0	97.7	1,030,752	90.0	86.4
EQUITABLE	391,668	91.9	98.6	369,181	94.3	96.7
NATIONWIDE	1,218,446	87.5	98.7	1,168,671	95.9	90.8
PRUDENTIAL	1,891,432	56.1	97.5	1,807,118	95.5	58.1
TRAVELERS (RRB EXCLUDED)	792,763	64.4	98.1	772,967	97.5	65.7

TABLE 8: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 27 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 27 DAYS	
TOTAL	16,671,190	78.1	97.0	99.2	15,926,829	95.5	80.6	
BOSTON REGION	1,372,166	77.3	95.9	98.6	1,319,837	96.2	80.1	
CONNECTICUT-TRAVELERS	266,385	47.7	97.5	100.0	265,263	99.6	47.9	
MASSACHUSETTS B/S	768,386	84.7	95.6	98.3	732,552	95.3	88.5	
MASSACHUSETTS TRI-STATE	195,618	79.9	94.7	97.9	186,274	95.2	83.7	
MAINE	99,970	79.5	94.5	98.0	94,872	94.9	83.6	
NEW HAMPSHIRE	52,823	79.5	94.9	97.7	50,377	95.4	83.2	
VERMONT	42,825	81.3	94.8	98.0	41,025	95.8	84.7	
RHODE ISLAND B/S	141,777	89.2	96.5	99.1	135,748	95.7	93.0	
NEW YORK REGION	2,579,348	44.0	92.5	98.6	2,496,431	96.8	45.3	
NEW JERSEY-PRUDENTIAL	547,277	45.8	97.2	98.7	536,826	98.1	46.5	
N.Y.-BINGHAMTON B/S	560,017	40.3	89.3	99.3	547,278	97.7	41.0	
N.Y.-NEW YORK B/S	1,191,046	42.8	90.7	98.0	1,136,261	95.4	44.8	
NEW YORK-GROUP HEALTH	140,864	86.3	99.0	99.7	140,227	99.5	86.5	
PUERTO RICO B/S	140,144	18.8	96.7	98.7	135,839	96.9	19.4	
PUERTO RICO	139,947	18.8	96.7	98.7	135,658	96.9	19.4	
VIRGIN ISLANDS	197	1.5	92.9	96.4	181	91.9	1.7	
PHILADELPHIA REGION	2,296,219	69.1	96.8	99.0	2,213,951	96.4	70.8	
MARYLAND B/S	274,519	62.9	95.1	98.4	265,385	96.7	64.5	
PENNSYLVANIA B/S	1,603,965	71.2	96.8	98.9	1,539,416	96.0	73.2	
DELAWARE	96,063	91.0	98.0	99.6	92,590	96.4	94.0	
DISTRICT OF COLUMBIA	191,647	86.8	96.8	98.7	182,224	95.1	89.7	
PENNSYLVANIA	1,316,255	67.5	96.7	98.9	1,264,602	96.1	69.3	
VIRGINIA-TRAVELERS	296,463	56.6	97.6	99.8	291,700	98.4	57.2	
WEST VIRGINIA-NATIONWIDE	121,272	85.6	98.7	99.9	117,450	96.8	88.2	
ATLANTA REGION	2,867,704	85.4	97.2	99.1	2,656,497	92.6	89.9	
ALABAMA B/S	264,816	95.8	99.7	99.9	255,023	96.3	97.5	
FLORIDA B/S	1,209,736	87.7	95.6	98.5	1,068,533	88.3	95.0	
GEORGIA-PRUDENTIAL	361,085	90.3	98.6	99.6	355,540	98.5	91.4	
KENTUCKY B/S	219,689	94.0	98.4	99.5	208,236	94.8	97.8	
MISSISSIPPI-TRAVELERS	140,654	92.5	99.1	99.9	137,173	97.5	94.1	
NORTH CAROLINA-PRUDENTIAL	343,117	54.6	97.7	99.2	314,398	91.6	58.1	
SOUTH CAROLINA B/S (NON-P&E)	114,905	75.9	96.3	99.3	110,978	96.6	77.3	
SOUTH CAROLINA B/S (P & E)	28,509	88.9	99.4	99.8	27,618	96.9	90.2	
TENNESSEE-EQUITABLE	185,193	93.0	98.7	99.6	178,998	96.7	95.9	

TABLE 8 : PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT		NUMBER	PERCENT		
		IN 27 DAYS	IN 60 DAYS		IN 90 DAYS	OF TOTAL	IN 27 DAYS
CHICAGO REGION	2,651,889	90.2	99.1	99.8	2,606,769	98.3	91.5
ILLINOIS B/S (HCSC)	590,676	95.2	99.8	100.0	588,205	99.6	95.6
INDIANA B/S	283,347	96.7	99.2	99.9	272,517	96.2	99.2
MICHIGAN B/S	812,670	86.4	98.9	99.6	806,314	99.2	87.0
MINNESOTA B/S	44,832	89.9	98.3	99.7	43,234	96.4	92.2
MINNESOTA-TRAVELERS	83,437	79.8	98.8	99.8	81,193	97.3	81.5
OHIO-NATIONWIDE	621,536	89.6	98.9	99.9	601,354	96.8	92.2
WISCONSIN B/S	215,391	88.4	99.3	99.9	213,952	99.3	88.8
DALLAS REGION	1,314,020	90.4	98.6	99.7	1,241,433	94.5	93.9
ARKANSAS B/S	185,460	89.8	99.0	99.8	175,429	94.6	92.7
LA.-ARK. B/S	231,500	86.6	97.3	99.8	213,422	92.2	92.2
NEW MEXICO-AETNA	79,593	85.4	95.1	98.4	69,625	87.5	90.3
OKLAHOMA-AETNA	126,336	71.5	98.2	99.6	115,783	91.6	73.8
TEXAS B/S	691,131	95.9	99.5	99.9	667,174	96.5	98.7
KANSAS CITY REGION	629,418	86.3	97.3	99.2	597,809	95.0	89.9
IOWA B/S	189,588	86.9	97.1	99.2	181,294	95.6	90.2
IOWA	128,645	87.8	97.4	99.3	123,387	95.9	90.8
NEBRASKA	60,943	85.1	96.5	98.9	57,907	95.0	88.9
KANSAS B/S	141,801	96.0	99.0	99.8	135,966	95.9	97.7
MISSOURI B/S	88,054	83.7	97.5	99.0	84,378	95.8	87.1
MISSOURI-GENERAL AMERICAN	209,975	80.4	96.3	99.0	196,171	93.4	85.6
DENVER REGION	273,151	87.9	97.6	99.5	229,007	83.8	94.2
COLORADO B/S	128,527	89.0	97.7	99.8	121,442	94.5	93.0
MONTANA B/S	24,799	86.2	96.8	98.8	16,461	66.4	97.1
NORTH DAKOTA B/S	57,534	94.5	99.4	100.0	52,915	92.0	96.9
NORTH DAKOTA	32,164	95.2	99.5	100.0	29,500	91.7	97.2
SOUTH DAKOTA	25,370	93.8	99.3	100.0	23,415	92.3	96.5
UTAH B/S	56,272	80.7	95.7	98.7	33,662	59.8	93.0
WYOMING-EQUITABLE	6,019	73.0	97.3	99.3	4,527	75.2	95.0
SAN FRANCISCO REGION	2,151,567	90.0	98.1	99.4	2,045,947	95.1	93.2
ARIZONA-NEVADA-AETNA	249,215	88.0	97.8	99.4	223,641	89.7	91.1
ARIZONA	186,795	87.0	98.1	99.5	166,485	89.1	89.9
NEVADA	62,420	90.7	97.0	99.0	57,156	91.6	94.6
CALIFORNIA B/S	738,442	85.0	97.5	99.2	701,586	95.0	89.2
CALIF.-OCCIDENTAL (NON-P&E)	1,101,670	93.9	98.6	99.7	1,066,701	96.8	96.1
CALIF.-OCCIDENTAL (P & E)	12,426	75.4	96.4	98.8	10,590	85.2	85.4
HAWAII-AETNA	49,814	92.7	97.9	99.0	43,429	87.2	97.0

TABLE 8: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT	
		IN 27 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 27 DAYS
SEATTLE REGION	123,242	95.3	99.4	99.9	115,808	94.0	97.6
ALASKA-OREGON-AETNA	108,768	96.0	99.4	99.9	102,099	93.9	98.2
ALASKA	6,296	96.6	99.3	99.8	5,722	90.9	99.3
OREGON	102,472	96.0	99.4	99.9	96,377	94.1	98.1
IDAHO-EQUITABLE	14,474	89.8	99.5	99.9	13,709	94.7	93.2
RRB-TRAVELERS	412,466	89.3	99.6	99.9	403,340	97.8	90.3
AETNA	613,726	86.1	97.8	99.4	554,577	90.4	89.2
EQUITABLE	205,686	92.2	98.7	99.6	197,234	95.9	95.7
NATIONWIDE	742,808	88.9	98.8	99.9	718,804	96.8	91.5
PRUDENTIAL	1,251,479	61.0	97.7	99.1	1,206,764	96.4	62.8
TRAVELERS (RRB EXCLUDED)	520,554	70.0	98.2	99.8	510,066	98.0	71.0

TABLE 9: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 27 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 27 DAYS	
TOTAL	12,767,418	77.5	97.2	99.3	12,240,610	95.9	79.8	
BOSTON REGION	1,106,456	77.1	96.0	98.6	1,066,978	96.4	79.8	
CONNECTICUT-TRAVELERS	196,506	42.0	98.0	100.0	195,879	99.7	42.1	
MASSACHUSETTS B/S	614,009	84.7	95.4	98.1	586,528	95.5	88.4	
MASSACHUSETTS TRI-STATE	172,029	81.4	95.4	98.1	165,990	96.5	84.2	
MAINE	87,134	80.8	95.1	98.1	83,796	96.2	83.9	
NEW HAMPSHIRE	45,666	81.3	95.6	97.9	44,045	96.5	84.2	
VERMONT	39,229	82.8	95.8	98.2	38,149	97.2	85.0	
RHODE ISLAND B/S	123,912	89.5	96.6	99.1	118,581	95.7	93.4	
NEW YORK REGION	1,915,401	39.8	92.7	98.7	1,856,652	96.9	41.0	
NEW JERSEY-PRUDENTIAL	330,398	33.6	97.2	98.7	323,214	97.8	34.2	
N.Y.-BINGHAMTON B/S	460,409	41.9	91.1	99.4	451,826	98.1	42.5	
N.Y.-NEW YORK B/S	902,054	38.2	90.5	98.2	862,853	95.7	39.9	
NEW YORK-GROUP HEALTH	112,305	84.9	99.0	99.7	111,764	99.5	85.1	
PUERTO RICO B/S	110,235	16.7	96.8	98.8	106,995	97.1	17.1	
PUERTO RICO	110,043	16.7	96.8	98.8	106,816	97.1	17.2	
VIRGIN ISLANDS	192	1.6	94.3	96.9	179	93.2	1.7	
PHILADELPHIA REGION	1,802,813	67.9	97.3	99.1	1,745,608	96.8	69.5	
MARYLAND B/S	225,295	63.5	95.3	98.5	219,217	97.3	64.7	
PENNSYLVANIA B/S	1,205,738	69.4	97.2	98.9	1,161,008	96.3	71.2	
DELAWARE	28,238	94.0	98.3	99.1	27,360	96.9	96.6	
DISTRICT OF COLUMBIA	124,227	84.1	96.4	98.5	118,332	95.3	87.4	
PENNSYLVANIA	1,053,273	67.0	97.3	99.0	1,015,316	96.4	68.6	
VIRGINIA-TRAVELERS	267,011	58.3	98.9	99.9	263,217	98.6	58.9	
WEST VIRGINIA-NATIONWIDE	104,769	85.1	99.0	99.9	102,166	97.5	87.1	
ATLANTA REGION	2,165,837	84.4	97.3	99.1	2,007,357	92.7	88.9	
ALABAMA B/S	227,037	96.4	99.8	99.9	220,394	97.1	97.8	
FLORIDA B/S	963,533	88.1	95.8	98.5	855,054	88.7	95.3	
GEORGIA-PRUDENTIAL	278,705	90.0	98.6	99.5	273,974	98.3	91.4	
KENTUCKY B/S	151,413	95.0	98.6	99.6	145,322	96.0	98.0	
MISSISSIPPI-TRAVELERS	116,523	93.4	99.2	99.9	114,399	98.2	94.4	
NORTH CAROLINA-PRUDENTIAL	191,995	27.1	96.8	98.9	169,732	88.4	29.5	
SOUTH CAROLINA B/S (NON-P&E)	100,662	77.9	96.9	99.5	97,185	96.5	79.3	
SOUTH CAROLINA B/S (P & E)	0	0.0	0.0	0.0	0	0.0	0.0	
TENNESSEE-EQUITABLE	135,969	92.8	98.7	99.6	131,297	96.6	95.8	

TABLE 9: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT		IN 90 DAYS	NUMBER	PERCENT		
		IN 27 DAYS	IN 60 DAYS			OF TOTAL	IN 27 DAYS	
CHICAGO REGION	2,026,910	90.6	99.4	99.9	2,002,579	98.8	91.5	
ILLINOIS B/S (HCSC)	415,914	95.1	99.9	100.0	414,965	99.8	95.2	
INDIANA B/S	213,696	97.5	99.5	99.9	209,261	97.9	99.2	
MICHIGAN B/S	632,380	86.8	99.3	99.8	627,527	99.2	87.4	
MINNESOTA B/S	36,522	93.2	99.0	99.7	35,568	97.4	95.0	
MINNESOTA-TRAVELERS	64,496	86.8	99.1	99.8	63,075	97.8	88.2	
OHIO-NATIONWIDE	488,377	89.4	99.2	99.9	477,429	97.8	91.2	
WISCONSIN B/S	175,525	89.1	99.4	100.0	174,754	99.6	89.2	
DALLAS REGION	1,011,555	90.5	98.7	99.8	962,387	95.1	93.5	
ARKANSAS B/S	160,079	90.0	99.2	99.8	152,744	95.4	92.5	
LA.-ARK. B/S	193,218	86.8	97.5	99.8	179,283	92.8	91.8	
NEW MEXICO-AETNA	60,577	87.1	95.7	98.3	54,106	89.3	91.1	
OKLAHOMA-AETNA	90,687	67.9	98.2	99.6	82,538	91.0	70.2	
TEXAS B/S	506,994	96.4	99.5	99.9	493,716	97.4	98.6	
KANSAS CITY REGION	516,930	88.3	97.6	99.3	493,400	95.4	91.7	
IOWA B/S	155,905	88.0	97.7	99.4	150,216	96.4	90.8	
IOWA	105,609	88.8	98.0	99.5	102,027	96.6	91.3	
NEBRASKA	50,296	86.3	97.1	99.1	48,189	95.8	89.5	
KANSAS B/S	126,751	96.0	99.1	99.8	121,925	96.2	97.6	
MISSOURI B/S	70,435	84.7	97.5	99.0	67,882	96.4	87.7	
MISSOURI-GENERAL AMERICAN	163,839	84.2	96.4	99.0	153,377	93.6	89.7	
DENVER REGION	198,364	89.8	98.1	99.5	164,807	83.1	96.2	
COLORADO B/S	88,916	92.6	98.2	99.8	84,082	94.6	96.5	
MONTANA B/S	19,052	85.5	97.4	99.0	11,892	62.4	96.5	
NORTH DAKOTA B/S	43,516	94.7	99.4	100.0	39,587	91.0	97.0	
NORTH DAKOTA	26,162	95.3	99.4	100.0	23,776	90.9	97.4	
SOUTH DAKOTA	17,354	93.7	99.4	100.0	15,811	91.1	96.4	
UTAH B/S	42,548	82.6	96.7	98.8	26,020	61.2	94.0	
WYOMING-EQUITABLE	4,332	71.3	97.3	99.2	3,226	74.5	93.6	
SAN FRANCISCO REGION	1,624,117	91.1	98.4	99.5	1,554,141	95.7	93.6	
ARIZONA-NEVADA-AETNA	178,822	89.0	97.8	99.4	158,492	88.6	92.7	
ARIZONA	130,505	88.3	98.0	99.5	114,300	87.6	91.8	
NEVADA	48,317	90.9	97.3	99.2	44,192	91.5	94.7	
CALIFORNIA B/S	580,936	86.1	97.8	99.3	555,055	95.5	89.9	
CALIF.-OCCIDENTAL (NON-P&E)	824,667	94.9	99.0	99.7	806,204	97.8	96.3	
CALIF.-OCCIDENTAL (P & E)	0	0.0	0.0	0.0	0	0.0	0.0	
HAWAII-AETNA	39,692	92.7	98.1	99.1	34,390	86.6	97.0	

TABLE 9: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	PERCENT		NUMBER	PERCENT	
		IN 27 DAYS	IN 60 DAYS		OF TOTAL	IN 27 DAYS
SEATTLE REGION	85,851	95.0	99.3	80,020	93.2	97.7
ALASKA-OREGON-AETNA	75,429	95.8	99.3	70,201	93.1	98.3
ALASKA	5,260	96.4	99.2	4,767	90.6	99.3
OREGON	70,169	95.7	99.3	65,434	93.3	98.2
IDAHO-EQUITABLE	10,422	89.7	99.5	9,819	94.2	93.1
RRB-TRAVELERS	313,184	90.2	99.7	306,681	97.9	91.1
AETNA	445,207	85.9	97.9	399,727	89.8	89.2
EQUITABLE	150,723	92.0	98.7	144,342	95.8	95.6
NATIONWIDE	593,146	88.6	99.2	579,595	97.7	90.5
PRUDENTIAL	801,098	51.7	97.6	766,920	95.7	53.6
TRAVELERS (RRB EXCLUDED)	448,030	71.5	99.0	440,691	98.4	72.3

TABLE 10: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT		IN 90 DAYS	NUMBER	PERCENT		
		IN 27 DAYS	IN 60 DAYS			OF TOTAL	IN 27 DAYS	
TOTAL	3,903,772	79.9	96.2	99.1	3,686,219	94.4	83.2	
BOSTON REGION	265,710	78.0	95.8	98.9	252,859	95.2	81.5	
CONNECTICUT-TRAVELERS	69,879	63.9	96.2	99.9	69,384	99.3	64.3	
MASSACHUSETTS B/S	154,377	84.8	96.6	98.8	146,024	94.6	89.0	
MASSACHUSETTS TRI-STATE	23,589	69.1	89.4	96.5	20,284	86.0	79.7	
MAINE	12,836	71.1	90.6	96.8	11,076	86.3	81.5	
NEW HAMPSHIRE	7,157	67.6	90.1	96.3	6,332	88.5	76.1	
VERMONT	3,596	65.0	83.7	95.6	2,876	80.0	80.5	
RHODE ISLAND B/S	17,865	87.0	96.0	98.9	17,167	96.1	90.0	
NEW YORK REGION	663,947	55.8	92.2	98.2	639,779	96.4	57.7	
NEW JERSEY-PRUDENTIAL	216,879	64.4	97.2	98.8	213,612	98.5	65.1	
N.Y.-BINGHAMTON B/S	99,608	32.6	81.1	98.7	95,452	95.8	33.6	
N.Y.-NEW YORK B/S	288,992	56.9	91.2	97.4	273,408	94.6	60.0	
NEW YORK-GROUP HEALTH	28,559	91.8	98.8	99.6	28,463	99.7	92.0	
PUERTO RICO B/S	29,909	26.8	96.4	98.3	28,844	96.4	27.7	
PUERTO RICO	29,904	26.8	96.4	98.3	28,842	96.4	27.7	
VIRGIN ISLANDS	5	0.0	40.0	80.0	2	40.0	0.0	
PHILADELPHIA REGION	493,406	73.4	94.8	98.8	468,343	94.9	76.0	
MARYLAND B/S	49,224	60.1	94.1	97.8	46,168	93.8	63.7	
PENNSYLVANIA B/S	398,227	76.8	95.4	98.8	378,408	95.0	79.3	
DELAWARE	67,825	89.8	97.9	99.9	65,230	96.2	92.8	
DISTRICT OF COLUMBIA	67,420	91.6	97.5	99.0	63,892	94.8	94.1	
PENNSYLVANIA	262,982	69.6	94.2	98.4	249,286	94.8	72.0	
VIRGINIA-TRAVELERS	29,452	41.0	86.0	99.6	28,483	96.7	41.8	
WEST VIRGINIA-NATIONWIDE	16,503	89.0	97.0	99.7	15,284	92.6	95.4	
ATLANTA REGION	701,867	88.5	97.2	99.2	649,140	92.5	92.8	
ALABAMA B/S	37,779	92.6	99.7	100.0	34,629	91.7	95.9	
FLORIDA B/S	246,203	85.9	94.7	98.2	213,479	86.7	93.8	
GEORGIA-PRUDENTIAL	82,380	90.9	98.7	99.9	81,566	99.0	91.7	
KENTUCKY B/S	68,276	91.6	97.3	99.4	62,914	92.1	97.1	
MISSISSIPPI-TRAVELERS	24,131	88.4	98.5	99.8	22,774	94.4	92.7	
NORTH CAROLINA-PRUDENTIAL	151,122	89.6	98.9	99.7	144,666	95.7	91.7	
SOUTH CAROLINA B/S (NON-P&E)	14,243	61.7	92.0	97.9	13,793	96.8	63.4	
SOUTH CAROLINA B/S (P & E)	28,509	88.9	99.4	99.8	27,618	96.9	90.2	
TENNESSEE-EQUITABLE	49,224	93.6	98.7	99.6	47,701	96.9	96.2	

TABLE 10: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 27 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 27 DAYS	
CHICAGO REGION	624,979	89.1	98.3	99.7	604,190	96.7	91.4	
ILLINOIS B/S (HCSC)	174,762	95.5	99.8	100.0	173,240	99.1	96.3	
INDIANA B/S	69,651	94.2	98.3	99.7	63,256	90.8	99.3	
MICHIGAN B/S	180,290	85.0	97.3	99.2	178,787	99.2	85.7	
MINNESOTA B/S	8,310	75.8	95.6	99.6	7,666	92.3	79.5	
MINNESOTA-TRAVELERS	18,941	56.0	97.6	99.8	18,118	95.7	58.3	
OHIO-NATIONWIDE	133,159	90.3	97.7	99.8	123,925	93.1	95.9	
WISCONSIN B/S	39,866	85.6	98.8	99.8	39,198	98.3	86.7	
DALLAS REGION	302,465	90.3	98.4	99.7	279,046	92.3	95.4	
ARKANSAS B/S	25,381	88.7	97.9	99.6	22,685	89.4	94.7	
LA.-ARK. B/S	38,282	85.5	96.6	99.7	34,139	89.2	94.1	
NEW MEXICO-AETNA	19,016	79.8	93.2	98.6	15,519	81.6	87.9	
OKLAHOMA-AETNA	35,649	80.8	97.9	99.5	33,245	93.3	82.8	
TEXAS B/S	184,137	94.4	99.4	99.9	173,458	94.2	98.8	
KANSAS CITY REGION	112,488	77.2	96.2	98.9	104,409	92.8	81.6	
IOWA B/S	33,683	81.9	94.4	98.0	31,078	92.3	87.6	
IOWA	23,036	82.9	94.7	98.1	21,360	92.7	88.2	
NEBRASKA	10,647	79.5	93.9	97.9	9,718	91.3	86.1	
KANSAS B/S	15,050	96.1	99.0	99.8	14,041	93.3	98.3	
MISSOURI B/S	17,619	79.7	97.5	99.0	16,496	93.6	84.8	
MISSOURI-GENERAL AMERICAN	46,136	66.6	96.0	99.1	42,794	92.8	70.5	
DENVER REGION	74,787	82.8	96.2	99.4	64,200	85.8	89.3	
COLORADO B/S	39,611	80.9	96.6	99.7	37,360	94.3	85.3	
MONTANA B/S	5,747	88.7	94.8	98.0	4,569	79.5	98.5	
NORTH DAKOTA B/S	14,018	94.2	99.5	100.0	13,328	95.1	96.6	
NORTH DAKOTA	6,002	94.5	99.7	100.0	5,724	95.4	96.7	
SOUTH DAKOTA	8,016	94.0	99.3	100.0	7,604	94.9	96.5	
UTAH B/S	13,724	75.0	92.3	98.5	7,642	55.7	89.5	
WYOMING-EQUITABLE	1,687	77.4	97.1	99.5	1,301	77.1	98.7	
SAN FRANCISCO REGION	527,450	86.9	97.2	99.3	491,806	93.2	91.6	
ARIZONA-NEVADA-AETNA	70,393	85.4	97.8	99.4	65,149	92.6	87.4	
ARIZONA	56,290	84.2	98.2	99.6	52,185	92.7	85.7	
NEVADA	14,103	90.3	96.1	98.7	12,964	91.9	94.3	
CALIFORNIA B/S	157,506	80.9	96.3	98.8	146,531	93.0	86.5	
CALIF.-OCCIDENTAL (NON-P&E)	277,003	91.0	97.5	99.5	260,497	94.0	95.6	
CALIF.-OCCIDENTAL (P & E)	12,426	75.4	96.4	98.8	10,590	85.2	85.4	
HAWAII-AETNA	10,122	92.7	97.3	98.8	9,039	89.3	96.9	

TABLE 10: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT		NUMBER	PERCENT		
		IN 27 DAYS	IN 60 DAYS		IN 90 DAYS	OF TOTAL	IN 27 DAYS
SEATTLE REGION	37,391	95.8	99.6	99.9	35,788	95.7	97.4
ALASKA-OREGON-AETNA	33,339	96.5	99.6	100.0	31,898	95.7	97.9
ALASKA	1,036	97.7	99.7	99.9	955	92.2	99.4
OREGON	32,303	96.4	99.6	100.0	30,943	95.8	97.9
IDAHO-EQUITABLE	4,052	90.2	99.6	99.9	3,890	96.0	93.2
RRB-TRAVELERS	99,282	86.5	99.1	99.9	96,659	97.4	87.8
AETNA	168,519	86.4	97.6	99.4	154,850	91.9	89.2
EQUITABLE	54,963	92.9	98.7	99.6	52,892	96.2	96.0
NATIONWIDE	149,662	90.1	97.6	99.8	139,209	93.0	95.9
PRUDENTIAL	450,381	77.7	98.1	99.3	439,844	97.7	78.8
TRAVELERS (RRB EXCLUDED)	72,524	60.7	93.2	99.7	69,375	95.7	62.8

TABLE 11: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED DME CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT		IN 90 DAYS	NUMBER	PERCENT		
		IN 27 DAYS	IN 60 DAYS			OF TOTAL	IN 27 DAYS	
TOTAL	1,128,509	70.6	93.1	98.4	1,017,429	90.2	75.8	
BOSTON REGION	53,927	64.8	91.1	97.7	47,051	87.2	72.3	
CONNECTICUT-TRAVELERS	10,468	35.2	90.4	99.8	10,135	96.8	36.2	
MASSACHUSETTS B/S	28,630	76.7	94.0	98.2	25,310	88.4	83.9	
MASSACHUSETTS TRI-STATE	12,715	61.1	84.6	95.2	10,057	79.1	76.5	
MAINE	6,961	64.6	87.1	95.6	5,674	81.5	78.6	
NEW HAMPSHIRE	3,205	56.7	83.9	95.0	2,507	78.2	71.9	
VERMONT	2,549	57.0	78.6	94.3	1,876	73.6	76.5	
RHODE ISLAND B/S	2,114	73.1	94.1	97.0	1,549	73.3	93.4	
NEW YORK REGION	168,918	38.4	89.0	97.2	159,387	94.4	40.3	
NEW JERSEY-PRUDENTIAL	31,705	36.6	94.7	98.8	31,242	98.5	37.1	
N.Y.-BINGHAMTON B/S	30,634	22.3	81.4	97.4	27,495	89.8	23.8	
N.Y.-NEW YORK B/S	78,479	38.2	86.8	96.1	73,265	93.4	40.7	
NEW YORK-GROUP HEALTH	12,069	92.0	98.6	99.8	12,038	99.7	92.1	
PUERTO RICO B/S	16,031	32.9	95.4	97.6	15,347	95.7	34.3	
PUERTO RICO	16,030	33.0	95.4	97.6	15,346	95.7	34.3	
VIRGIN ISLANDS	1	0.0	100.0	100.0	1	100.0	0.0	
PHILADELPHIA REGION	166,655	66.9	89.4	98.0	155,683	93.4	70.3	
MARYLAND B/S	12,651	17.3	88.7	95.8	10,609	83.9	20.1	
PENNSYLVANIA B/S	127,638	74.9	90.7	97.9	120,248	94.2	78.0	
DELAWARE	3,052	89.6	96.0	98.3	2,839	93.0	93.6	
DISTRICT OF COLUMBIA	7,498	82.3	96.4	98.6	7,206	96.1	85.1	
PENNSYLVANIA	117,088	74.1	90.2	97.8	110,203	94.1	77.2	
VIRGINIA-TRAVELERS	17,874	35.3	77.9	99.6	17,197	96.2	36.1	
WEST VIRGINIA-NATIONWIDE	8,492	85.9	95.7	99.4	7,629	89.8	94.5	
ATLANTA REGION	158,542	77.4	92.8	97.6	133,966	84.5	86.1	
ALABAMA B/S	15,066	88.1	99.7	100.0	12,989	86.2	93.3	
FLORIDA B/S	60,392	65.1	86.0	94.8	43,278	71.7	78.6	
GEORGIA-PRUDENTIAL	23,631	94.0	99.4	99.9	23,393	99.0	94.8	
KENTUCKY B/S	16,884	80.2	91.6	98.4	14,022	83.0	94.1	
MISSISSIPPI-TRAVELERS	7,087	70.5	96.2	99.9	6,166	87.0	80.6	
NORTH CAROLINA-PRUDENTIAL	12,533	88.6	98.2	99.0	11,724	93.5	91.8	
SOUTH CAROLINA B/S (NON-P&E)	9,031	57.8	92.5	98.5	8,789	97.3	59.1	
SOUTH CAROLINA B/S (P & E)	0	0.0	0.0	0.0	0	0.0	0.0	
TENNESSEE-EQUITABLE	13,918	93.4	98.7	99.7	13,605	97.8	95.1	

TABLE 11: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED DME CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 27 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 27 DAYS	
CHICAGO REGION	205,757	81.5	96.1	99.2	190,712	92.7	85.9	
ILLINOIS B/S (HCSC)	53,490	96.6	99.8	100.0	52,619	98.4	98.2	
INDIANA B/S	24,962	89.6	96.9	99.4	20,038	80.3	99.0	
MICHIGAN B/S	46,279	71.7	92.0	97.5	45,463	98.2	73.0	
MINNESOTA B/S	2,683	42.4	89.7	99.3	2,376	88.6	45.1	
MINNESOTA-TRAVELERS	8,873	20.9	95.4	99.7	8,194	92.3	22.2	
OHIO-NATIONWIDE	53,534	83.1	95.4	99.7	46,592	87.0	93.4	
WISCONSIN B/S	15,936	81.1	97.9	99.5	15,430	96.8	83.0	
DALLAS REGION	104,895	88.4	97.4	99.6	93,279	88.9	95.1	
ARKANSAS B/S	14,242	88.5	97.6	99.5	12,349	86.7	95.4	
LA.-ARK. B/S	9,124	79.4	91.7	99.6	7,598	83.3	91.3	
NEW MEXICO-AETNA	9,743	70.9	91.2	98.5	7,317	75.1	82.0	
OKLAHOMA-AETNA	10,760	82.4	96.6	99.5	9,649	89.7	86.2	
TEXAS B/S	61,026	93.5	99.4	99.9	56,366	92.4	98.8	
KANSAS CITY REGION	43,504	61.7	93.2	98.0	38,990	89.6	67.7	
IOWA B/S	18,287	70.6	90.7	96.7	16,231	88.8	78.2	
IOWA	12,273	71.3	90.6	96.6	10,927	89.0	78.6	
NEBRASKA	6,014	69.2	90.7	96.9	5,304	88.2	77.4	
KANSAS B/S	4,180	95.1	98.8	99.6	3,907	93.5	97.3	
MISSOURI B/S	6,790	78.9	96.4	98.9	6,076	89.5	87.6	
MISSOURI-GENERAL AMERICAN	14,247	32.3	93.3	98.7	12,776	89.7	36.0	
DENVER REGION	31,493	68.2	93.6	98.8	25,314	80.4	75.9	
COLORADO B/S	18,937	67.1	96.1	99.5	17,835	94.2	70.8	
MONTANA B/S	2,775	82.6	91.1	96.5	2,095	75.5	97.5	
NORTH DAKOTA B/S	2,358	91.1	99.1	100.0	2,142	90.8	97.5	
NORTH DAKOTA	826	86.6	99.0	100.0	716	86.7	96.2	
SOUTH DAKOTA	1,532	93.5	99.2	100.0	1,426	93.1	98.2	
UTAH B/S	6,764	56.7	85.5	97.5	2,740	40.5	71.8	
WYOMING-EQUITABLE	659	75.6	94.5	99.1	502	76.2	98.0	
SAN FRANCISCO REGION	147,892	79.2	93.8	98.4	128,579	86.9	89.0	
ARIZONA-NEVADA-AETNA	17,919	89.1	96.9	98.6	16,230	90.6	92.7	
ARIZONA	12,896	90.4	98.2	99.0	11,738	91.0	92.8	
NEVADA	5,023	85.9	93.4	97.7	4,492	89.4	92.5	
CALIFORNIA B/S	48,761	78.4	94.2	97.9	44,111	90.5	86.1	
CALIF.-OCCIDENTAL (NON-P&E)	79,910	77.5	92.8	98.7	67,085	84.0	90.0	
CALIF.-OCCIDENTAL (P & E)	0	0.0	0.0	0.0	0	0.0	0.0	
HAWAII-AETNA	1,302	82.8	96.2	98.4	1,153	88.6	86.7	

TABLE 11: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED DME CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT		NUMBER	PERCENT		
		IN 27 DAYS	IN 60 DAYS		IN 90 DAYS	OF TOTAL	IN 27 DAYS
SEATTLE REGION	10,297	94.6	99.3	100.0	9,752	94.7	96.7
ALASKA-OREGON-AETNA	8,108	93.8	99.1	100.0	7,625	94.0	95.8
ALASKA	117	92.3	100.0	100.0	86	73.5	97.7
OREGON	7,991	93.8	99.1	100.0	7,539	94.3	95.8
IDAHO-EQUITABLE	2,189	97.7	99.9	100.0	2,127	97.2	99.7
RRB-TRAVELERS	36,629	74.1	98.1	99.9	34,716	94.8	76.5
AETNA	47,832	84.5	96.0	99.0	41,974	87.8	89.7
EQUITABLE	16,766	93.2	98.7	99.7	16,234	96.8	95.8
NATIONWIDE	62,026	83.5	95.4	99.7	54,221	87.4	93.5
PRUDENTIAL	67,869	66.2	97.0	99.2	66,359	97.8	67.1
TRAVELERS (RRB EXCLUDED)	33,834	38.9	86.3	99.7	31,557	93.3	41.2

TABLE 12. PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED LAB CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT		NUMBER	PERCENT		
		IN 27 DAYS	IN 60 DAYS		IN 90 DAYS	OF TOTAL	IN 27 DAYS
TOTAL	2,266,780	85.0	97.6	99.4	2,192,527	96.7	86.8
BOSTON REGION	171,420	82.4	97.2	99.2	167,418	97.7	84.2
CONNECTICUT-TRAVELERS	51,353	71.4	97.3	100.0	51,307	99.9	71.4
MASSACHUSETTS B/S	100,606	87.2	97.2	98.9	96,835	96.3	90.5
MASSACHUSETTS	5,995	77.7	96.0	97.8	5,826	97.2	79.9
TRI-STATE	3,301	80.8	96.3	98.2	3,213	97.3	82.9
MAINE	2,538	73.4	95.6	97.3	2,467	97.2	75.5
NEW HAMPSHIRE	156	82.1	94.9	96.8	146	93.6	87.7
VERMONT	13,466	90.0	97.1	99.5	13,450	99.9	90.2
RHODE ISLAND B/S	440,169	62.9	93.3	98.6	429,209	97.5	64.3
NEW YORK REGION	174,633	70.6	97.6	98.7	172,145	98.6	71.3
NEW JERSEY-PRUDENTIAL	60,670	39.3	80.0	99.3	59,985	98.9	39.7
N.Y.-BINGHAMTON B/S	179,367	64.0	92.9	98.1	171,893	95.8	66.7
N.Y.-NEW YORK B/S	14,739	91.1	99.0	99.5	14,681	99.6	91.3
NEW YORK-GROUP HEALTH	10,760	13.7	98.0	99.5	10,505	97.6	14.1
PUERTO RICO B/S	10,758	13.7	98.0	99.5	10,504	97.6	14.1
PUERTO RICO	2	0.0	50.0	50.0	1	50.0	0.0
VIRGIN ISLANDS	259,801	81.3	97.8	99.2	248,775	95.8	83.3
PHILADELPHIA REGION	26,167	82.0	97.7	99.2	25,633	98.0	83.4
MARYLAND B/S	225,124	81.8	97.7	99.2	214,760	95.4	84.0
PENNSYLVANIA B/S	63,735	89.8	98.0	99.9	61,430	96.4	92.8
DELAWARE	57,658	93.3	97.7	99.0	54,547	94.6	95.7
DISTRICT OF COLUMBIA	103,731	70.5	97.5	98.9	98,783	95.2	72.2
PENNSYLVANIA	5,224	45.8	99.4	99.8	5,169	98.9	45.9
VIRGINIA-TRAVELERS	3,286	93.3	99.4	100.0	3,213	97.8	95.1
WEST VIRGINIA-NATIONWIDE	453,634	92.7	98.7	99.7	432,707	95.4	95.2
ATLANTA REGION	18,009	96.5	99.8	99.9	17,632	97.9	97.5
ALABAMA B/S	165,302	94.3	98.1	99.5	153,490	92.9	98.3
FLORIDA B/S	46,136	88.9	98.4	99.9	45,661	99.0	89.6
GEORGIA-PRUDENTIAL	43,201	95.7	99.4	99.8	41,311	95.6	98.0
KENTUCKY B/S	15,811	97.4	99.5	99.8	15,445	97.7	98.5
MISSISSIPPI-TRAVELERS	132,541	89.9	99.0	99.8	127,556	96.2	91.8
NORTH CAROLINA-PRUDENTIAL	1,716	83.7	97.9	99.8	1,657	96.6	86.3
SOUTH CAROLINA B/S (NON-P&E)	0	0.0	0.0	0.0	0	0.0	0.0
SOUTH CAROLINA B/S (P & E)	30,918	94.0	99.0	99.6	29,955	96.9	96.6
TENNESSEE-EQUITABLE							

TABLE 12: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED LAB CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT		NUMBER	PERCENT		
		IN 27 DAYS	IN 60 DAYS		IN 27 DAYS	IN 90 DAYS	
CHICAGO REGION	316,499	94.3	99.5	99.9	313,372	99.0	95.1
ILLINOIS B/S (HCSC)	101,782	94.7	99.7	100.0	101,174	99.4	95.3
INDIANA B/S	29,741	98.3	99.5	100.0	29,279	98.4	99.6
MICHIGAN B/S	103,521	91.5	99.3	99.7	103,092	99.6	91.9
MINNESOTA B/S	4,826	94.8	99.4	99.8	4,631	96.0	97.0
MINNESOTA-TRAVELERS	8,339	96.5	99.6	100.0	8,242	98.8	97.5
OHIO-NATIONWIDE	53,755	95.8	99.4	99.9	52,442	97.6	97.7
WISCONSIN B/S	14,535	95.3	99.7	100.0	14,512	99.8	95.4
DALLAS REGION	151,273	93.6	99.4	99.9	144,384	95.4	96.7
ARKANSAS B/S	7,394	94.6	99.3	99.7	7,116	96.2	96.6
LA.-ARK. B/S	18,179	91.1	98.9	99.8	17,608	96.9	93.4
NEW MEXICO-AETNA	7,504	90.7	96.3	99.1	6,702	89.3	94.3
OKLAHOMA-AETNA	17,673	85.1	99.0	99.7	17,027	96.3	86.4
TEXAS B/S	100,523	95.6	99.7	100.0	95,931	95.4	99.2
KANSAS CITY REGION	51,683	91.6	98.7	99.5	49,356	95.5	93.9
IOWA B/S	12,064	97.0	99.2	99.7	11,732	97.2	99.0
IOWA	8,668	97.4	99.3	99.7	8,423	97.2	99.3
NEBRASKA	3,396	95.9	98.7	99.5	3,309	97.4	98.2
KANSAS B/S	8,229	98.0	99.6	99.9	7,801	94.8	99.1
MISSOURI B/S	9,345	86.6	98.7	99.4	9,033	96.7	89.4
MISSOURI-GENERAL AMERICAN	22,045	88.3	98.1	99.4	20,790	94.3	91.0
DENVER REGION	36,563	94.4	98.3	99.8	33,028	90.3	98.4
COLORADO B/S	16,307	94.2	97.0	99.8	15,376	94.3	99.2
MONTANA B/S	2,449	97.6	99.1	99.6	2,129	86.9	99.4
NORTH DAKOTA B/S	10,754	95.1	99.6	100.0	10,403	96.7	96.3
NORTH DAKOTA	4,678	95.7	99.8	100.0	4,554	97.3	96.6
SOUTH DAKOTA	6,076	94.6	99.4	100.0	5,849	96.3	96.1
UTAH B/S	6,112	95.2	99.5	99.8	4,400	72.0	99.7
WYOMING-EQUITABLE	941	77.8	98.7	99.7	720	76.5	99.4
SAN FRANCISCO REGION	310,438	90.9	98.8	99.7	300,166	96.7	92.9
ARIZONA-NEVADA-AETNA	43,624	83.1	98.4	99.8	41,079	94.2	84.4
ARIZONA	36,831	81.3	98.5	99.8	34,687	94.2	82.4
NEVADA	6,793	93.0	98.0	99.6	6,392	94.1	95.4
CALIFORNIA B/S	87,152	83.1	97.8	99.5	82,974	95.2	87.0
CALIF.-OCCIDENTAL (NON-P&E)	171,317	96.7	99.5	99.9	168,601	98.4	97.7
CALIF.-OCCIDENTAL (P & E)	0	0.0	0.0	0.0	0	0.0	0.0
HAWAII-AETNA	8,345	94.9	97.8	99.0	7,512	90.0	98.4

TABLE 12: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED LAB CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT		NUMBER	PERCENT		
		IN 27 DAYS	IN 60 DAYS		IN 90 DAYS	OF TOTAL	IN 27 DAYS
SEATTLE REGION	23,702	97.2	99.9	100.0	22,912	96.7	98.2
ALASKA-OREGON-AETNA	22,304	98.2	99.9	100.0	21,600	96.8	98.9
ALASKA	663	98.9	99.8	100.0	634	95.6	99.5
OREGON	21,641	98.2	99.9	100.0	20,966	96.9	98.9
IDAHO-EQUITABLE	1,398	81.4	99.3	99.6	1,312	93.8	86.1
RRB-TRAVELERS	51,598	96.3	99.9	100.0	51,200	99.2	96.6
AETNA	99,450	88.4	98.6	99.7	93,920	94.4	89.9
EQUITABLE	33,257	93.0	99.0	99.6	31,987	96.2	96.2
NATIONWIDE	57,041	95.7	99.4	99.9	55,655	97.6	97.6
PRUDENTIAL	353,310	80.2	98.3	99.3	345,362	97.8	81.3
TRAVELERS (RRB EXCLUDED)	29,374	88.0	99.5	99.8	28,856	98.2	88.8

TABLE 13: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED AMBULANCE CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 27 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 27 DAYS	
TOTAL	356,786	80.1	97.5	99.3	335,225	94.0	83.7	
BOSTON REGION	32,936	80.0	96.7	99.1	31,355	95.2	83.6	
CONNECTICUT-TRAVELERS	6,670	60.1	97.2	100.0	6,539	98.5	61.0	
MASSACHUSETTS B/S	20,582	85.6	97.6	99.1	19,653	95.5	89.3	
TRI-STATE	4,228	83.0	93.9	98.2	3,785	89.5	91.1	
MAINE	2,231	80.6	92.9	98.4	1,871	83.9	93.1	
NEW HAMPSHIRE	1,149	84.4	93.6	97.1	1,100	95.7	88.2	
VERMONT	848	87.3	96.8	99.3	814	96.0	90.5	
RHODE ISLAND B/S	1,456	84.0	90.7	97.0	1,348	92.6	90.7	
NEW YORK REGION	39,538	62.4	96.4	98.7	37,406	94.6	65.3	
NEW JERSEY-PRUDENTIAL	7,813	51.4	98.0	99.7	7,552	96.7	52.5	
N.Y.-BINGHAMTON B/S	6,393	25.7	93.6	98.9	6,112	95.6	25.2	
N.Y.-NEW YORK B/S	21,638	79.3	96.5	98.2	20,135	93.1	84.8	
NEW YORK-GROUP HEALTH	642	93.5	97.5	99.7	642	100.0	93.5	
PUERTO RICO B/S	3,052	41.0	97.5	99.0	2,965	97.1	42.1	
PUERTO RICO	3,052	41.0	97.5	99.0	2,965	97.1	42.1	
VIRGIN ISLANDS	0	0.0	0.0	0.0	0	0.0	0.0	
PHILADELPHIA REGION	54,458	63.0	97.4	99.1	52,500	96.4	64.8	
MARYLAND B/S	5,223	90.4	94.9	97.7	5,068	97.0	92.6	
PENNSYLVANIA B/S	39,811	58.1	97.6	99.1	38,504	96.7	59.4	
DELAWARE	892	93.9	98.5	99.8	846	94.8	95.3	
DISTRICT OF COLUMBIA	1,417	82.9	94.0	99.1	1,341	94.6	87.6	
PENNSYLVANIA	37,502	56.3	97.7	99.1	36,317	96.8	57.5	
VIRGINIA-TRAVELERS	4,909	46.9	97.4	98.9	4,689	95.5	48.5	
WEST VIRGINIA-NATIONWIDE	4,515	92.2	97.7	100.0	4,239	93.9	97.9	
ATLANTA REGION	49,430	88.6	97.1	99.1	45,094	91.2	93.9	
ALABAMA B/S	4,337	93.6	99.6	99.9	3,726	85.9	97.4	
FLORIDA B/S	13,670	80.6	93.9	97.9	11,447	83.7	91.3	
GEORGIA-PRUDENTIAL	11,423	93.2	98.9	99.9	11,337	99.2	93.8	
KENTUCKY B/S	7,983	93.3	98.6	99.5	7,382	92.5	97.6	
MISSISSIPPI-TRAVELERS	1,160	75.6	98.9	100.0	1,097	94.6	79.8	
NORTH CAROLINA-PRUDENTIAL	5,097	90.8	96.9	99.0	4,647	91.2	95.6	
SOUTH CAROLINA B/S (NON-P&E)	2,127	83.5	98.2	99.2	2,050	96.4	86.2	
SOUTH CAROLINA B/S (P & E)	0	0.0	0.0	0.0	0	0.0	0.0	
TENNESSEE-EQUITABLE	3,633	92.1	96.3	98.8	3,408	93.8	97.8	

TABLE 13: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED AMBULANCE CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT		NUMBER	PERCENT		
		IN 27 DAYS	IN 60 DAYS		IN 90 DAYS	OF TOTAL	IN 27 DAYS
CHICAGO REGION	70,507	90.1	98.9	99.8	68,550	97.2	92.2
ILLINOIS B/S (HCSC)	16,776	96.3	99.9	100.0	16,750	99.8	96.5
INDIANA B/S	9,960	94.2	98.3	99.9	9,344	93.8	98.9
MICHIGAN B/S	15,405	83.9	98.2	99.5	15,214	98.8	85.0
MINNESOTA B/S	772	73.2	92.4	98.8	631	81.7	80.7
MINNESOTA-TRAVELERS	1,504	36.2	99.3	99.9	1,473	97.9	36.7
OHIO-NATIONWIDE	21,005	94.2	98.9	99.9	20,173	96.0	97.7
WISCONSIN B/S	5,085	81.5	99.7	99.9	4,965	97.6	82.7
DALLAS REGION	38,122	83.2	97.0	99.4	33,680	88.3	91.6
ARKANSAS B/S	3,290	77.8	95.7	99.6	2,786	84.7	88.9
LA.-ARK. B/S	9,055	78.7	96.4	99.7	7,118	78.6	97.6
NEW MEXICO-AETNA	1,699	83.0	91.2	96.5	1,438	84.6	88.6
OKLAHOMA-AETNA	6,224	69.8	97.2	99.1	5,621	90.3	71.1
TEXAS B/S	17,854	91.3	98.0	99.5	16,717	93.6	96.7
KANSAS CITY REGION	11,117	74.5	96.6	99.1	10,376	93.3	78.2
IOWA B/S	2,607	88.7	98.1	99.2	2,460	94.4	92.8
IOWA	1,561	89.9	98.9	99.5	1,497	95.9	92.7
NEBRASKA	1,046	86.9	96.8	98.8	963	92.1	92.9
KANSAS B/S	2,379	93.4	97.5	99.5	2,102	88.4	99.0
MISSOURI B/S	1,330	38.9	96.6	97.2	1,256	94.4	41.2
MISSOURI-GENERAL AMERICAN	4,801	67.3	95.2	99.3	4,558	94.9	70.9
DENVER REGION	4,305	88.2	97.0	99.1	3,684	85.6	97.0
COLORADO B/S	2,372	89.6	96.6	99.3	2,191	92.4	96.1
MONTANA B/S	489	81.0	95.5	97.8	326	66.7	99.1
NORTH DAKOTA B/S	876	91.9	99.5	100.0	754	86.1	98.1
NORTH DAKOTA	471	96.2	100.0	100.0	428	90.9	99.1
SOUTH DAKOTA	405	86.9	99.0	100.0	326	80.5	96.9
UTAH B/S	486	82.1	95.1	97.9	337	69.3	97.9
WYOMING-EQUITABLE	82	90.2	98.8	100.0	76	92.7	97.4
SAN FRANCISCO REGION	43,565	88.5	97.6	99.2	40,265	92.4	93.2
ARIZONA-NEVADA-AETNA	6,398	87.7	96.6	98.6	5,562	86.9	91.1
ARIZONA	4,656	86.3	96.7	99.0	3,984	85.6	89.5
NEVADA	1,742	91.4	96.4	97.6	1,578	90.6	95.0
CALIFORNIA B/S	16,474	81.2	96.5	98.9	14,916	90.5	88.8
CALIF.-OCCIDENTAL (NON-P&E)	20,480	94.8	98.9	99.6	19,655	96.0	97.2
CALIF.-OCCIDENTAL (P & E)	0	0.0	0.0	0.0	0	0.0	0.0
HAWAII-AETNA	213	68.1	86.9	97.7	132	62.0	97.0

TABLE 13: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED AMBULANCE CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 27 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 27 DAYS	
SEATTLE REGION	2,520	89.5	98.4	99.7	2,315	91.9	93.7	
ALASKA-OREGON-AETNA	2,096	91.5	98.2	99.7	1,904	90.8	96.1	
ALASKA	130	96.2	98.5	99.2	118	90.8	100.0	
OREGON	1,966	91.1	98.2	99.7	1,786	90.8	95.9	
IDAHO-EQUITABLE	424	80.0	99.3	99.8	411	96.9	82.2	
RRB-TRAVELERS	10,288	81.6	99.4	99.9	10,000	97.2	82.9	
AETNA	16,630	80.7	96.4	98.7	14,657	88.1	83.9	
EQUITABLE	4,139	90.8	96.6	98.9	3,895	94.1	96.1	
NATIONWIDE	25,520	93.9	98.7	99.9	24,412	95.7	97.7	
PRUDENTIAL	24,333	79.3	98.2	99.6	23,536	96.7	80.9	
TRAVELERS (RRB EXCLUDED)	7,573	49.2	98.0	99.3	7,259	95.9	50.8	

TABLE 14: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED OTHER NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 27 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 27 DAYS	
TOTAL	151,697	73.2	95.7	98.7	141,038	93.0	77.5	
BOSTON REGION	7,427	65.0	94.1	98.0	7,035	94.7	68.5	
CONNECTICUT-TRAVELERS	1,388	20.5	95.6	100.0	1,373	98.9	20.8	
MASSACHUSETTS B/S	4,559	77.5	94.1	97.5	4,226	92.7	83.4	
MASSACHUSETTS TRI-STATE	651	55.9	94.3	97.8	616	94.6	59.1	
MAINE	343	47.2	92.7	97.1	318	92.7	50.9	
NEW HAMPSHIRE	265	70.2	97.0	99.2	258	97.4	72.1	
VERMONT	43	37.2	90.7	95.3	40	93.0	40.0	
RHODE ISLAND B/S	829	78.0	91.6	97.7	820	98.9	78.9	
NEW YORK REGION	15,322	29.0	86.4	95.8	13,777	89.9	32.1	
NEW JERSEY-PRUDENTIAL	2,728	28.3	98.5	99.4	2,673	98.0	28.7	
N.Y.-BINGHAMTON B/S	1,911	9.6	72.2	96.9	1,860	97.3	9.8	
N.Y.-NEW YORK B/S	9,508	25.3	84.7	94.5	8,115	85.3	29.5	
NEW YORK-GROUP HEALTH	1,109	97.6	99.5	99.7	1,102	99.4	97.7	
PUERTO RICO B/S	66	0.0	21.2	45.5	27	40.9	0.0	
PUERTO RICO	64	0.0	21.9	43.8	27	42.2	0.0	
VIRGIN ISLANDS	2	0.0	0.0	100.0	0	0.0	0.0	
PHILADELPHIA REGION	12,492	42.8	92.5	97.7	11,385	91.1	46.7	
MARYLAND B/S	5,183	24.0	88.3	96.1	4,858	93.7	25.2	
PENNSYLVANIA B/S	5,654	50.8	94.5	98.6	4,896	86.6	58.6	
DELAWARE	146	76.7	99.3	99.3	115	78.8	96.5	
DISTRICT OF COLUMBIA	847	69.7	96.7	98.9	798	94.2	73.7	
PENNSYLVANIA	4,661	46.6	93.9	98.6	3,983	85.5	54.5	
VIRGINIA-TRAVELERS	1,445	73.4	99.2	99.9	1,428	98.8	74.2	
WEST VIRGINIA-NATIONWIDE	210	79.5	98.6	99.5	203	96.7	82.3	
ATLANTA REGION	40,261	83.7	97.0	99.1	37,373	92.8	88.1	
ALABAMA B/S	367	78.5	99.5	100.0	282	76.8	87.2	
FLORIDA B/S	6,839	77.1	91.2	97.9	5,264	77.0	95.5	
GEORGIA-PRUDENTIAL	1,190	88.6	98.1	98.9	1,175	98.7	89.5	
KENTUCKY B/S	208	88.0	98.6	100.0	199	95.7	90.5	
MISSISSIPPI-TRAVELERS	73	72.6	98.6	100.0	66	90.4	77.3	
NORTH CAROLINA-PRUDENTIAL	951	49.2	96.6	99.1	739	77.7	57.2	
SOUTH CAROLINA B/S (NON-P&E)	1,369	26.6	72.3	89.3	1,297	94.7	27.5	
SOUTH CAROLINA B/S (P & E)	28,509	88.9	99.4	99.8	27,618	96.9	90.2	
TENNESSEE-EQUITABLE	755	91.1	99.1	99.7	733	97.1	93.6	

TABLE 14: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED OTHER NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT		IN 90 DAYS	NUMBER	PERCENT		
		IN 27 DAYS	IN 60 DAYS			OF TOTAL	IN 27 DAYS	
CHICAGO REGION	32,216	85.0	99.1	99.9	31,556	98.0	86.5	
ILLINOIS B/S (HCSC)	2,714	97.2	100.0	100.0	2,697	99.4	97.8	
INDIANA B/S	4,988	92.0	98.3	99.8	4,595	92.1	98.7	
MICHIGAN B/S	15,085	81.6	99.4	99.8	15,018	99.6	81.8	
MINNESOTA B/S	29	79.3	100.0	100.0	28	96.6	82.1	
MINNESOTA-TRAVELERS	225	72.0	95.6	99.1	209	92.9	77.5	
OHIO-NATIONWIDE	4,865	91.3	99.0	100.0	4,718	97.0	93.7	
WISCONSIN B/S	4,310	74.8	98.2	99.9	4,291	99.6	75.0	
DALLAS REGION	8,175	86.5	98.3	99.8	7,703	94.2	90.5	
ARKANSAS B/S	455	78.9	99.3	100.0	434	95.4	81.1	
LA.-ARK. B/S	1,924	93.7	97.9	99.9	1,815	94.3	97.8	
NEW MEXICO-AETNA	70	61.4	90.0	97.1	62	88.6	66.1	
OKLAHOMA-AETNA	992	53.1	97.6	99.6	948	95.6	53.7	
TEXAS B/S	4,734	91.7	98.7	99.9	4,444	93.9	96.7	
KANSAS CITY REGION	6,184	70.4	94.8	99.1	5,687	92.0	76.1	
IOWA B/S	725	88.7	97.1	99.4	655	90.3	95.1	
IOWA	534	94.6	98.9	99.8	513	96.1	97.5	
NEBRASKA	191	72.3	92.1	98.4	142	74.3	86.6	
KANSAS B/S	262	74.8	96.9	99.6	231	88.2	81.4	
MISSOURI B/S	154	50.6	83.8	94.8	131	85.1	59.5	
MISSOURI-GENERAL AMERICAN	5,043	68.2	94.7	99.2	4,670	92.6	73.6	
DENVER REGION	2,426	89.1	98.1	99.4	2,174	89.6	94.8	
COLORADO B/S	1,995	93.2	99.0	99.9	1,958	98.1	94.8	
MONTANA B/S	34	64.7	91.2	100.0	19	55.9	100.0	
NORTH DAKOTA B/S	30	96.7	100.0	100.0	29	96.7	100.0	
NORTH DAKOTA	27	96.3	100.0	100.0	26	96.3	100.0	
SOUTH DAKOTA	3	100.0	100.0	100.0	3	100.0	100.0	
UTAH B/S	362	68.8	93.4	96.4	165	45.6	93.3	
WYOMING-EQUITABLE	5	40.0	100.0	100.0	3	60.0	66.7	
SAN FRANCISCO REGION	25,555	79.4	96.0	98.2	22,796	89.2	86.8	
ARIZONA-NEVADA-AETNA	2,452	92.0	97.5	99.4	2,278	92.9	94.0	
ARIZONA	1,907	91.8	97.8	99.5	1,776	93.1	93.8	
NEVADA	545	92.5	96.5	99.1	502	92.1	94.8	
CALIFORNIA B/S	5,119	65.8	91.4	94.6	4,530	88.5	74.1	
CALIF.-OCCIDENTAL (NON-P&E)	5,296	95.6	98.9	99.8	5,156	97.4	97.1	
CALIF.-OCCIDENTAL (P & E)	12,426	75.4	96.4	98.8	10,590	85.2	85.4	
HAWAII-AETNA	262	93.9	95.8	97.3	242	92.4	99.2	

TABLE 14: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED OTHER NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
	NUMBER	PERCENT			NUMBER	PERCENT	
		IN 27 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 27 DAYS
SEATTLE REGION	872	90.0	99.0	99.7	809	92.8	94.3
ALASKA-OREGON-AETNA	831	89.7	98.9	99.6	769	92.5	94.1
ALASKA	126	97.6	100.0	100.0	117	92.9	99.1
OREGON	705	88.2	98.7	99.6	652	92.5	93.3
IDAHO-EQUITABLE	41	97.6	100.0	100.0	40	97.6	97.5
RRB-TRAVELERS	767	78.0	98.6	99.5	743	96.9	79.3
AETNA	4,607	82.8	97.6	99.3	4,299	93.3	85.0
EQUITABLE	801	91.1	99.1	99.8	776	96.9	93.7
NATIONWIDE	5,075	90.8	99.0	99.9	4,921	97.0	93.2
PRUDENTIAL	4,869	47.1	98.0	99.2	4,587	94.2	48.9
TRAVELERS (RRB EXCLUDED)	1,743	73.1	98.7	99.8	1,703	97.7	74.7

TABLE 15 : PROCESSING AND PAYMENT TIME DATA FOR UNASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT		IN 90 DAYS	NUMBER	PERCENT		
		IN 27 DAYS	IN 60 DAYS			OF TOTAL	IN 27 DAYS	
TOTAL	7,701,869	71.9	96.1	98.9	7,112,015	92.3	76.2	
BOSTON REGION	302,078	54.6	94.5	98.3	288,368	95.5	56.9	
CONNECTICUT-TRAVELERS	150,340	27.7	97.1	99.9	148,845	99.0	27.9	
MASSACHUSETTS B/S	46,757	76.9	88.8	95.9	41,260	88.2	86.2	
MASSACHUSETTS TRI-STATE	92,075	82.4	93.2	96.8	85,402	92.8	88.2	
MAINE	29,264	81.8	92.9	97.0	26,865	91.8	88.2	
NEW HAMPSHIRE	41,138	80.9	92.6	96.4	37,864	92.0	87.3	
VERMONT	21,673	85.9	94.6	97.2	20,673	95.4	89.8	
RHODE ISLAND B/S	12,906	89.2	95.2	98.4	12,861	99.7	89.5	
NEW YORK REGION	966,032	18.4	90.0	98.0	911,317	94.3	19.3	
NEW JERSEY-PRUDENTIAL	291,317	36.2	97.1	98.9	280,892	96.4	37.0	
N.Y.-BINGHAMTON B/S	212,303	6.1	82.1	98.1	195,950	92.3	6.5	
N.Y.-NEW YORK B/S	408,641	9.2	88.1	97.1	382,112	93.5	9.8	
NEW YORK-GROUP HEALTH	32,797	62.4	98.3	99.1	32,208	98.2	62.4	
PUERTO RICO B/S	20,974	9.4	97.2	99.3	20,155	96.1	9.8	
PUERTO RICO	20,820	9.5	97.2	99.3	20,017	96.1	9.9	
VIRGIN ISLANDS	154	2.6	87.7	100.0	138	89.6	2.9	
PHILADELPHIA REGION	545,177	53.0	95.0	98.4	520,522	95.5	55.2	
MARYLAND B/S	69,974	48.0	89.4	96.0	65,605	93.8	50.2	
PENNSYLVANIA B/S	278,357	57.1	94.4	98.2	264,879	95.2	59.7	
DELAWARE	12,705	93.3	98.4	99.0	12,018	94.6	97.7	
DISTRICT OF COLUMBIA	70,587	48.2	96.4	98.7	68,013	96.4	49.9	
PENNSYLVANIA	195,065	57.9	93.4	97.9	184,848	94.8	60.9	
VIRGINIA-TRAVELERS	153,856	38.7	97.6	99.7	149,397	97.1	39.7	
WEST VIRGINIA-NATIONWIDE	42,990	86.1	98.3	99.8	40,641	94.5	90.8	
ATLANTA REGION	1,535,740	76.2	95.2	98.2	1,351,037	88.0	84.2	
ALABAMA B/S	77,573	93.9	99.5	99.9	71,408	92.1	96.9	
FLORIDA B/S	734,837	81.4	93.3	97.3	605,417	82.4	94.9	
GEORGIA-PRUDENTIAL	177,410	90.1	98.1	99.6	171,885	96.9	92.6	
KENTUCKY B/S	108,723	87.9	97.4	99.2	99,442	91.5	95.0	
MISSISSIPPI-TRAVELERS	58,634	86.1	98.3	99.7	56,466	96.3	88.9	
NORTH CAROLINA-PRUDENTIAL	171,226	18.9	95.4	98.2	147,577	86.2	20.6	
SOUTH CAROLINA B/S (NON-P&E)	75,990	49.5	90.5	98.0	73,185	96.3	50.6	
SOUTH CAROLINA B/S (P & E)	409	64.3	97.6	99.5	324	79.2	80.2	
TENNESSEE-EQUITABLE	130,938	94.3	98.4	99.4	125,333	95.7	98.0	

TABLE 15: PROCESSING AND PAYMENT TIME DATA FOR UNASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT		NUMBER	PERCENT		
		IN 27 DAYS	IN 60 DAYS		IN 90 DAYS	OF TOTAL	IN 27 DAYS
CHICAGO REGION	1,508,650	87.3	98.8	99.8	1,441,751	95.6	90.9
ILLINOIS B/S (HCSC)	408,236	92.1	99.4	100.0	390,856	95.7	96.0
INDIANA B/S	233,159	93.3	98.6	99.9	218,007	93.5	98.8
MICHIGAN B/S	128,811	77.4	98.6	99.6	125,860	97.7	78.9
MINNESOTA B/S	68,906	89.3	98.2	99.7	66,409	96.4	91.9
MINNESOTA-TRAVELERS	59,719	60.9	97.7	99.2	57,038	95.5	63.6
OHIO-NATIONWIDE	432,648	85.2	98.5	99.8	409,226	94.6	89.6
WISCONSIN B/S	177,171	89.1	99.3	99.9	174,355	98.4	89.8
DALLAS REGION	790,653	81.8	97.5	99.6	719,163	91.0	88.2
ARKANSAS B/S	73,873	87.1	98.9	99.8	69,311	93.8	91.3
LA.-ARK. B/S	114,629	80.5	94.7	99.2	98,897	86.3	91.6
NEW MEXICO-AETNA	48,073	86.2	95.1	98.4	42,409	88.2	91.6
OKLAHOMA-AETNA	145,123	52.0	96.7	99.4	130,738	90.1	54.6
TEXAS B/S	408,955	91.2	98.5	99.8	377,808	92.4	97.9
KANSAS CITY REGION	507,577	85.3	97.4	99.2	469,906	92.6	90.4
IOWA B/S	237,542	87.1	97.1	99.1	221,687	93.3	92.2
IOWA	156,826	89.0	97.7	99.4	147,496	94.1	93.5
NEBRASKA	80,716	83.5	95.8	98.6	74,191	91.9	89.7
KANSAS B/S	57,148	95.3	98.8	99.7	51,511	90.1	98.0
MISSOURI B/S	38,661	83.2	96.5	98.9	34,581	89.4	91.9
MISSOURI-GENERAL AMERICAN	174,226	79.9	97.6	99.1	162,127	93.1	85.2
DENVER REGION	255,208	86.9	97.5	99.5	203,768	79.8	96.2
COLORADO B/S	95,379	89.9	97.3	99.7	87,719	92.0	96.1
MONTANA B/S	31,121	84.5	96.8	98.9	18,622	59.8	96.5
NORTH DAKOTA B/S	79,022	94.4	99.2	99.9	68,039	86.1	97.6
NORTH DAKOTA	37,549	95.1	99.3	99.9	32,549	86.7	97.9
SOUTH DAKOTA	41,473	93.8	99.0	99.9	35,490	85.6	97.3
UTAH B/S	34,142	76.4	95.0	98.6	19,984	58.5	92.8
WYOMING-EQUITABLE	15,544	58.8	97.1	99.3	9,404	60.5	94.7
SAN FRANCISCO REGION	881,162	88.2	96.8	98.9	814,806	92.5	93.1
ARIZONA-NEVADA-AETNA	181,443	90.3	97.6	99.4	157,977	87.1	95.5
ARIZONA	165,127	90.5	97.8	99.5	143,775	87.1	95.6
NEVADA	16,316	88.9	95.6	98.8	14,202	87.0	94.7
CALIFORNIA B/S	356,447	83.3	96.2	98.4	334,727	93.9	88.6
CALIF.-OCCIDENTAL (NON-P&E)	321,743	92.3	97.2	99.2	303,495	94.3	96.6
CALIF.-OCCIDENTAL (P & E)	448	64.7	73.7	90.8	345	77.0	80.9
HAWAII-AETNA	21,081	91.8	97.0	98.7	18,262	86.6	96.6

TABLE 15: PROCESSING AND PAYMENT TIME DATA FOR UNASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS
IN JANUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
	NUMBER	PERCENT		IN 90 DAYS	NUMBER	PERCENT	
		IN 27 DAYS	IN 60 DAYS			OF TOTAL	IN 27 DAYS
SEATTLE REGION	175,052	91.5	99.3	99.9	163,999	93.7	94.0
ALASKA-OREGON-AETNA	135,552	90.4	99.2	99.9	126,789	93.5	92.7
ALASKA	2,977	94.9	99.3	99.9	2,625	88.2	98.8
OREGON	132,575	90.3	99.2	99.9	124,164	93.7	92.5
IDAHO-EQUITABLE	39,500	95.1	99.5	99.8	37,210	94.2	98.4
RRB-TRAVELERS	234,540	75.5	98.8	99.8	227,378	96.9	77.5
AETNA	531,272	79.6	97.5	99.4	476,175	89.6	83.2
EQUITABLE	185,982	91.5	98.5	99.5	171,947	92.5	97.9
NATIONWIDE	475,638	85.3	99.4	99.8	449,867	94.6	89.7
PRUDENTIAL	639,953	46.5	96.9	98.9	600,354	93.8	48.9
TRAVELERS (RRB EXCLUDED)	272,209	53.8	97.8	99.6	262,901	96.6	55.4

CARRIER WORKLOAD AND PROCESSING TIME REPORT

APPENDIX

Definitions of Terms Used

Claim-- A writing, identifying or permitting the identification of an enrollee, which requests reimbursement for what appears to be medical or other health services furnished by a physician or supplier. There are a number of situations where a claim is split into one or more additional claims-- see instructions contained in Section 3000 of the Medicare Carriers Manual.

Replicate Claims--Claims split for reasons other than those identified in Section 3000 of the Medicare Carriers Manual are defined as replicate claims. Some examples of replicate claims are claims created because of a computer line item limitation, claims created in making partial payments, and claims created for carving out individual specialty types of services. Unless otherwise noted, information shown in this report reflects data for all claims, including replicates, handled by carriers.

Claims Received During Month--The net number of claims received. (Gross claim receipts minus transfers to other carriers.)

Claims Processed During Month

- A. Total--The sum of claims paid, claims applied to the deductible, and claims denied.
- B. Ratio of Processed to Received--(The total number of claims processed divided by the net number of claims received) times 100.
- C. Paid--Includes all claims processed for which some payment was approved and an EOMB prepared.
- D. Applied Toward Deductible--Claims for which no payment was made because the deductible was not met.
- E. Denied--Claims denied in full for any reason.
- F. Number Excluding Replicates--The total number of claims processed minus the number of replicate claims processed. (See above for definition of a replicate claim.)

Claims Pending End of Month

- A. Number--The total number of claims pending at the end of the month.
- B. Days Work on Hand*--Claims pending end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.
- C. Days Work on Hand Over 30 Days*--Claims pending over 30 days at end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.
- D. Days Work on Hand Over 60 Days*--Claims pending over 60 days at end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.

*NOTE: Suspended claims are excluded from counts of claims processed and pending in items B, C, and D above. Suspended claims are claims suspended from processing due to HCFA directives. Such claims are usually those submitted by physicians or suppliers under investigation for questionable utilization or billing practices.

Assignment Rate--(Assigned HCFA-1500s received divided by the sum of assigned and unassigned 1500s received) times 100.

Electronic Media Claims Received During Month

- A. Number--The total number of electronic media claims (EMC) received (i.e., via magnetic tape or telecommunications device).
- B. Percent of Total Received--(The total number of EMC received divided by net receipts) times 100.
- C. Percent of Assigned HCFA-1500s Received--(Assigned HCFA-1500 EMC receipts divided by total assigned HCFA-1500 receipts) times 100.
- D. Percent of Unassigned HCFA-1500s Received--(Unassigned HCFA-1500 EMC receipts divided by total unassigned HCFA-1500 receipts) times 100.

Replicate Claims (Percent of Total Processed)--(The number of replicate claims processed divided by the total number of claims processed) times 100.

Claims Investigation Rate--(The number of claims investigated divided by the total number of claims processed) times 100.

Number and Percentage Distribution of Pending Claims

- A. Number--The total number of claims pending (received and not processed to completion) at the end of the month less pending claims suspended due to HCFA directives.
- B. Percentage Distribution--Distribution by days elapsed since receipt.

Inquiries Processed

- A. Total Number--The total number of inquiries processed, by type of inquiry (telephone, walk-in, written).
- B. Beneficiary Inquiries--The number of processed inquiries from beneficiaries, by type of inquiry.
- C. Provider Inquiries--The number of processed inquiries from providers, by type of inquiry.
- D. Ratio of Inquiries Processed to 1,000 Claims Received--(The number of each type of inquiry processed divided by the net number of claims received) times 1,000.*

*NOTE: This formula applies respectively to All Inquiries, Beneficiary Inquiries, and Provider Inquiries, and, within each of these categories, to telephone, walk-in, and written inquiries.

Medicaid Crossover Claims

- A. Number Transferred--The total number of Medicaid crossover claims transferred to State Agencies or their fiscal agents.
- B. Number of Electronic Media Claims--The total number of Medicaid crossover claims transferred via electronic media.
- C. Percent of Total Transferred--(The total number of Medicaid crossover claims transferred via electronic media divided by the total number of Medicaid crossover claims transferred) times 100.

Processing and Payment Time (PPC) Data - All Claims Processed

- A. Number--The total number of claims processed to completion during the month. For paid claims, a claim is considered processed when the check is mailed.
- B. Percent Processed in 27 Days-- The total number of claims processed to completion in 27 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.

- C. Percent Processed in 60 Days-- The total number of claims processed to completion in 60 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.
- D. Percent Processed in 90 Days-- The total number of claims processed to completion in 90 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.

Processing and Payment Time (PPC) Data - Clean Claims Processed

- A. Number-- The number of clean claims processed to completion during the month. For paid claims the claim is considered processed when the check has been mailed.
- B. Percent of Total-- The number of clean claims processed to completion divided by the number of claims processed to completion during the month, with the result multiplied by 100.
- C. Percent in 27 Days-- The number of clean claims processed to completion in 27 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.

CMS LIBRARY



3 8095 00014448 1